

Enterprise Incident Report January 2013

As of 2/1/2013

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Workforce Services	Application Services	Bart Purser	0 0	8 1	0 0	8 1
		Danielle Hood	0 0	10 2	1 0	11 2
		Dustin Crump	1 0	6 0	0 0	7 0
		Martin Gonzalez	0 0	6 6	0 0	6 6
		Terry Forsgren	0 0	3 0	0 0	3 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	34 9	1 0	36 9
	Application Support	Michael Brown	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - APEX	Dave Clark	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - CATS IV	Dawn Harris	0	3	0	3
			0	1	0	1
		Assigned to Individual Total	0	3	0	3
			0	1	0	1
	Application Support - Content Manager	Nate Olson	0	3	0	3
			0	0	0	0
		Randall Ottesen	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Application Support - Data Warehouse	Blaine Campbell	0	1	0	1
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
		Shana Woodall	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	Application Support - DFI	Drew Penrod	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - EFIND	Anhkim Le	0	5	1	6
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	6	1	7
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - EREP Systems	David Moffitt	0	3	0	3
			0	2	0	2
		Assigned to Individual Total	0	3	0	3
			0	2	0	2
	Application Support - MyCase	Ilya Oyzerskiy	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Application Support - Single Signon	Justin Miller	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - Thin Client	Janis Race-Bigelow	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
Application Support - UWORKS	Eric Strong	0	1	0	1	
		0	0	0	0	
	Jeff Pryor	0	6	0	6	
		0	3	0	3	
	None	0	1	0	1	
		0	0	0	0	
Application Support - UWORKS	Shane Otvos	0	48	0	48	
		0	1	0	1	
	Assigned to Individual Total	0	56	0	56	
		0	4	0	4	
Application Support - Web Dev	Dave Clark	0	1	0	1	
		0	0	0	0	

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			High	Low	Medium	FCR Total
Workforce Services	Application Support - Web Dev	Sudha Rajamani	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Capitol Hosting	Doug Law	0 0	1 1	0 0	1 1
		Jake Vandenberghe	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Enterprise Security	Bobette Phillips	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	23 23	0 0	23 23
		Eileen Dubach	0 0	9 9	0 0	9 9
		James Stearns	0 0	13 13	0 0	13 13
		Julie VanBeekum	0 0	8 8	0 0	8 8
		None	0 0	3 0	0 0	3 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	16 15	0 0	16 15

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			High	Low	Medium	FCR Total
Workforce Services	Help Desk	Assigned to Individual Total	0	73	0	73
			0	68	0	68
	Metro A Desktop Support	Adam Staks	0	31	1	32
			0	1	0	1
		Austin Schultz	0	1	0	1
			0	0	0	0
		Burton Brown	0	2	0	2
			0	1	0	1
		Diane Pfeifer	0	1	0	1
			0	0	0	0
		Eric A Sedgwick	1	15	0	16
			0	1	0	1
		James Kammeyer	0	3	0	3
			0	1	0	1
		Michael Barth	0	40	0	40
			0	5	0	5
		Mike Beynon	0	11	0	11
			0	0	0	0
		Robert Wall	0	35	0	35
			0	6	0	6
		Tracy VanderVaart	0	29	0	29
			0	1	0	1
		Assigned to Individual Total	1	168	1	170
			0	16	0	16
	Metro A Help Desk	Ed Conrad	0	240	0	240
			0	208	0	208
		Edward Fortner	0	135	0	135
			0	130	0	130

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			High	Low	Medium	FCR Total
Workforce Services	Metro A Help Desk	Liz Evans	0	173	0	173
			0	149	0	149
		Assigned to Individual Total	0	548	0	548
			0	487	0	487
	Metro A Hosting	Keith Scholl	0	2	0	2
			0	0	0	0
		Thomas P Jones	0	1	0	1
			0	0	0	0
		Timothy Gendorf	0	3	0	3
			0	0	0	0
		Tom Carney	0	5	1	6
			0	0	0	0
		Assigned to Individual Total	0	11	1	12
			0	0	0	0
	Metro B Desktop Support	Austin Farey	0	5	0	5
			0	1	0	1
		Cindy Reed	0	3	0	3
			0	0	0	0
		Cody Flanders	0	3	0	3
			0	0	0	0
		Jay Locker	0	1	0	1
			0	0	0	0
		Kraig Ellis	0	5	0	5
			0	0	0	0
		Mike Sine	0	7	0	7
			0	7	0	7
		Mike Wilde	0	5	0	5
			0	1	0	1

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			High	Low	Medium	FCR Total
Workforce Services	Metro B Desktop Support	Sean Chadbourne	0	1	0	1
			0	0	0	0
		Tyler Pearce	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	34	0	34
			0	9	0	9
	Metro B Help Desk	Gary Graham	0	4	0	4
			0	4	0	4
		Todd Manning	0	3	0	3
			0	3	0	3
	Metro B Help Desk	Val Shepherd	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	8	0	8
			0	8	0	8
	Metro C Help Desk	Reed Stohel	0	2	0	2
			0	2	0	2
	Metro C Help Desk	Assigned to Individual Total	0	2	0	2
			0	2	0	2
	Network Operations	Brian Chatwin	0	1	0	1
			0	0	0	0
		Chris Green	0	3	0	3
			0	1	0	1
		Dave Bodily	0	1	0	1
			0	0	0	0
	Network Operations	Jared Elzinga	0	5	0	5
			0	0	0	0
		Jeff Reed	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Workforce Services	Network Operations	Michael Ostrander	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	13	0	13
			0	1	0	1
	Operations Production Control	Cal Brinton	0	5	0	5
			0	4	0	4
		Christie Burnham	0	83	0	83
			0	80	0	80
		Duane Hardy	0	26	0	26
			0	21	0	21
		Assigned to Individual Total	0	114	0	114
			0	105	0	105
	Rural Central Desktop Support	Gerald Adams	0	1	0	1
			0	1	0	1
		Jay Barfuss	0	5	0	5
			0	4	0	4
		Jeremy Standifird	0	12	0	12
			0	1	0	1
		Jessica Purcell	0	3	0	3
			0	3	0	3
		Paul Petersen	0	20	0	20
			0	0	0	0
		Rod Montoya	0	29	0	29
			0	28	0	28
		Ron LeBaron	0	8	0	8
			0	2	0	2
		Todd Hardy	0	9	0	9
			0	9	0	9

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			High	Low	Medium	FCR Total
Workforce Services	Rural Central Desktop Support	Troy Morris	0	3	0	3
			0	2	0	2
		Assigned to Individual Total	0	90	0	90
			0	50	0	50
	Rural North Desktop Support	Dane Smith	0	21	0	21
			0	5	0	5
		Don Higgs	0	15	0	15
			0	6	0	6
		Kelly Warren	0	1	0	1
			0	0	0	0
		Kim Ratushniak	0	17	0	17
			0	17	0	17
		Neil Smedley	0	16	0	16
			0	8	0	8
		Rodney Peterson	0	4	0	4
			0	2	0	2
		Ruston McKay	0	45	0	45
			0	43	0	43
		Ryan Casey	0	3	0	3
			0	0	0	0
		Wayne Higgs	0	21	0	21
			0	0	0	0
		Assigned to Individual Total	0	143	0	143
			0	81	0	81
	Rural South Desktop Support	Cheri Oldham	0	1	1	2
			0	0	0	0
		Dan Anthony	0	6	0	6
			0	3	0	3

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			High	Low	Medium	FCR Total
Workforce Services	Rural South Desktop Support	Doug Thornton	0 0	4 0	0 0	4 0
		Joel Finlinson	0 0	3 3	0 0	3 3
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	11 9	0 0	11 9
		Lane Adams	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	7 3	0 0	7 3
		Scott Jesienouski	0 0	9 4	0 0	9 4
		Silas Aitchison	0 0	12 3	0 0	12 3
		Assigned to Individual Total	0 0	55 25	1 0	56 25
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1

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			High	Low	Medium	FCR Total
Workforce Services	Voice Operations	Gail Christiansen	0 0	11 0	1 0	12 0
		James Gifford	0 0	5 0	0 0	5 0
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	15 4	0 0	15 4
		Assigned to Individual Total	0 0	36 4	1 0	37 4
	Voice/Data/WAN Services	Mike Johnson	0 0	3 0	0 0	3 0
		Spencer Blodgett	0 0	2 0	0 0	2 0
		T Artis	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	5 0	0 0	6 0
	Assigned Group Total		3 0	1,426 874	6 0	1,435 874
Customer Company Total			3 0	1,426 874	6 0	1,435 874

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Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Workforce Services	Application Services	Bart Purser	0 0	8 1	0 0	8 1
		Danielle Hood	0 0	10 5	1 0	11 5
		Dustin Crump	1 0	6 2	0 0	7 2
		Martin Gonzalez	0 0	6 1	0 0	6 1
		Terry Forsgren	0 0	3 0	0 0	3 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	1 0	34 9	1 0	36 9
	Application Support	Michael Brown	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - APEX	Dave Clark	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - CATS IV	Dawn Harris	0	3	0	3
			0	0	0	0
	Assigned to Individual Total		0	3	0	3
			0	0	0	0
	Application Support - Content Manager	Nate Olson	0	3	0	3
			0	0	0	0
		Randall Ottesen	0	1	0	1
			0	1	0	1
	Assigned to Individual Total		0	4	0	4
			0	1	0	1
	Application Support - Data Warehouse	Blaine Campbell	0	1	0	1
			0	0	0	0
		None	0	1	0	1
			0	0	0	0
	Shana Woodall		0	1	0	1
			0	1	0	1
	Assigned to Individual Total		0	3	0	3
			0	1	0	1
	Application Support - DFI	Drew Penrod	0	1	0	1
			0	0	0	0
	Assigned to Individual Total		0	1	0	1
			0	0	0	0
	Application Support - EFIND	Anhkim Le	0	5	1	6
			0	1	0	1
	None		0	1	0	1
			0	0	0	0
	Assigned to Individual Total		0	6	1	7
			0	1	0	1

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - EREP Systems	David Moffitt	0	3	0	3
			0	1	0	1
		Assigned to Individual Total	0	3	0	3
			0	1	0	1
	Application Support - MyCase	Ilya Oyzerskiy	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Application Support - Single Signon	Justin Miller	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Application Support - Thin Client	Janis Race-Bigelow	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - UWORKS	Eric Strong	0	1	0	1
			0	0	0	0
		Jeff Pryor	0	6	0	6
			0	2	0	2
		None	0	1	0	1
			0	0	0	0
		Shane Otvos	0	48	0	48
			0	6	0	6
		Assigned to Individual Total	0	56	0	56
			0	8	0	8
	Application Support - Web Dev	Dave Clark	0	1	0	1
			0	0	0	0

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			High	Low	Medium	MIR Total
Workforce Services	Application Support - Web Dev	Sudha Rajamani	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	Capitol Hosting	Doug Law	0	1	0	1
			0	0	0	0
		Jake Vandenberghe	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Enterprise Security	Bobette Phillips	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Help Desk	Brenda Treadway	0	23	0	23
			0	0	0	0
		Eileen Dubach	0	9	0	9
			0	0	0	0
		James Stearns	0	13	0	13
			0	0	0	0
		Julie VanBeekum	0	8	0	8
			0	0	0	0
	None		0	3	0	3
			0	0	0	0
		Sarah Johnson	0	1	0	1
			0	0	0	0
	Vicky Marrelli		0	16	0	16
			0	1	0	1

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			High	Low	Medium	MIR Total
Workforce Services	Help Desk	Assigned to Individual Total	0 0	73 1	0 0	73 1
	Metro A Desktop Support	Adam Staks	0 0	31 0	1 0	32 0
		Austin Schultz	0 0	1 0	0 0	1 0
		Burton Brown	0 0	2 0	0 0	2 0
		Diane Pfeifer	0 0	1 0	0 0	1 0
		Eric A Sedgwick	1 0	15 0	0 0	16 0
		James Kammeyer	0 0	3 0	0 0	3 0
		Michael Barth	0 0	40 0	0 0	40 0
		Mike Beynon	0 0	11 0	0 0	11 0
		Robert Wall	0 0	35 0	0 0	35 0
		Tracy VanderVaart	0 0	29 0	0 0	29 0
		Assigned to Individual Total	1 0	168 0	1 0	170 0
	Metro A Help Desk	Ed Conrad	0 0	240 0	0 0	240 0
		Edward Fortner	0 0	135 0	0 0	135 0

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			High	Low	Medium	MIR Total
Workforce Services	Metro A Help Desk	Liz Evans	0 0	173 0	0 0	173 0
		Assigned to Individual Total	0 0	548 0	0 0	548 0
	Metro A Hosting	Keith Scholl	0 0	2 0	0 0	2 0
		Thomas P Jones	0 0	1 0	0 0	1 0
		Timothy Gendorf	0 0	3 0	0 0	3 0
		Tom Carney	0 0	5 0	1 0	6 0
		Assigned to Individual Total	0 0	11 0	1 0	12 0
	Metro B Desktop Support	Austin Farey	0 0	5 0	0 0	5 0
		Cindy Reed	0 0	3 0	0 0	3 0
		Cody Flanders	0 0	3 0	0 0	3 0
		Jay Locker	0 0	1 0	0 0	1 0
		Kraig Ellis	0 0	5 1	0 0	5 1
		Mike Sine	0 0	7 0	0 0	7 0
		Mike Wilde	0 0	5 0	0 0	5 0

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			High	Low	Medium	MIR Total
Workforce Services	Metro B Desktop Support	Sean Chadbourne	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	34 1	0 0	34 1
	Metro B Help Desk	Gary Graham	0 0	4 0	0 0	4 0
		Todd Manning	0 0	3 0	0 0	3 0
		Val Shepherd	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Metro C Help Desk	Reed Stohel	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Network Operations	Brian Chatwin	0 0	1 0	0 0	1 0
		Chris Green	0 0	3 0	0 0	3 0
		Dave Bodily	0 0	1 0	0 0	1 0
		Jared Elzinga	0 0	5 1	0 0	5 1
		Jeff Reed	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Workforce Services	Network Operations	Michael Ostrander	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	13 1	0 0	13 1
	Operations Production Control	Cal Brinton	0 0	5 0	0 0	5 0
		Christie Burnham	0 0	83 0	0 0	83 0
		Duane Hardy	0 0	26 0	0 0	26 0
		Assigned to Individual Total	0 0	114 0	0 0	114 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jay Barfuss	0 0	5 0	0 0	5 0
		Jeremy Standifird	0 0	12 1	0 0	12 1
		Jessica Purcell	0 0	3 0	0 0	3 0
		Paul Petersen	0 0	20 0	0 0	20 0
		Rod Montoya	0 0	29 0	0 0	29 0
		Ron LeBaron	0 0	8 1	0 0	8 1
		Todd Hardy	0 0	9 0	0 0	9 0

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			High	Low	Medium	MIR Total
Workforce Services	Rural Central Desktop Support	Troy Morris	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	90 2	0 0	90 2
	Rural North Desktop Support	Dane Smith	0 0	21 2	0 0	21 2
		Don Higgs	0 0	15 0	0 0	15 0
		Kelly Warren	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	17 0	0 0	17 0
		Neil Smedley	0 0	16 1	0 0	16 1
		Rodney Peterson	0 0	4 0	0 0	4 0
		Ruston McKay	0 0	45 1	0 0	45 1
		Ryan Casey	0 0	3 0	0 0	3 0
		Wayne Higgs	0 0	21 0	0 0	21 0
		Assigned to Individual Total	0 0	143 4	0 0	143 4
	Rural South Desktop Support	Cheri Oldham	0 0	1 0	1 0	2 0
		Dan Anthony	0 0	6 0	0 0	6 0

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			High	Low	Medium	MIR Total
Workforce Services	Rural South Desktop Support	Doug Thornton	0 0	4 0	0 0	4 0
		Joel Finlinson	0 0	3 0	0 0	3 0
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	11 1	0 0	11 1
		Lane Adams	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	7 0	0 0	7 0
		Scott Jesienouski	0 0	9 1	0 0	9 1
		Silas Aitchison	0 0	12 0	0 0	12 0
		Assigned to Individual Total	0 0	55 2	1 0	56 2
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Dustin Crump	0 0	2 2	0 0	2 2
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 2	0 0	3 2

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			High	Low	Medium	MIR Total
Workforce Services	Voice Operations	Gail Christiansen	0 0	11 0	1 0	12 0
		James Gifford	0 0	5 0	0 0	5 0
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	15 0	0 0	15 0
		Assigned to Individual Total	0 0	36 0	1 0	37 0
	Voice/Data/WAN Services	Mike Johnson	0 0	3 0	0 0	3 0
		Spencer Blodgett	0 0	2 0	0 0	2 0
		T Artis	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	5 0	0 0	6 0
	Assigned Group Total		3 0	1,426 37	6 0	1,435 37
Customer Company Total			3 0	1,426 37	6 0	1,435 37

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Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Workforce Services	Application Services	Bart Purser	0 0.00	8 0.20	0 0.00	8 0.20
		Danielle Hood	0 0.00	10 7.35	1 0.17	11 6.70
		Dustin Crump	1 0.08	6 0.75	0 0.00	7 0.66
		Martin Gonzalez	0 0.00	6 1.10	0 0.00	6 1.10
		Terry Forsgren	0 0.00	3 0.00	0 0.00	3 0.00
		Tony Larsen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.08	34 2.54	1 0.17	36 2.40
	Application Support	Michael Brown	0 0.00	1 0.30	0 0.00	1 0.30
		Assigned to Individual Total	0 0.00	1 0.30	0 0.00	1 0.30
	Application Support - APEX	Dave Clark	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - APEX	Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - CATS IV	Dawn Harris	0 0.00	3 0.50	0 0.00	3 0.50
		Assigned to Individual Total	0 0.00	3 0.50	0 0.00	3 0.50
	Application Support - Content Manager	Nate Olson	0 0.00	3 0.07	0 0.00	3 0.07
		Randall Ottesen	0 0.00	1 1.30	0 0.00	1 1.30
		Assigned to Individual Total	0 0.00	4 0.38	0 0.00	4 0.38
	Application Support - Data Warehouse	Blaine Campbell	0 0.00	1 0.06	0 0.00	1 0.06
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Shana Woodall	0 0.00	1 1.22	0 0.00	1 1.22
		Assigned to Individual Total	0 0.00	3 0.43	0 0.00	3 0.43
	Application Support - DFI	Drew Penrod	0 0.00	1 0.11	0 0.00	1 0.11
		Assigned to Individual Total	0 0.00	1 0.11	0 0.00	1 0.11
	Application Support - EFIND	Anhkim Le	0 0.00	5 1.80	1 0.71	6 1.62
		None	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - EFIND	Assigned to Individual Total	0 0.00	6 1.50	1 0.71	7 1.39
	Application Support - EREP Systems	David Moffitt	0 0.00	3 1.23	0 0.00	3 1.23
		Assigned to Individual Total	0 0.00	3 1.23	0 0.00	3 1.23
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	2 1.48	0 0.00	2 1.48
		Assigned to Individual Total	0 0.00	2 1.48	0 0.00	2 1.48
	Application Support - Single Signon	Justin Miller	0 0.00	1 6.38	0 0.00	1 6.38
		Assigned to Individual Total	0 0.00	1 6.38	0 0.00	1 6.38
	Application Support - Thin Client	Janis Race-Bigelow	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - UWORKS	Eric Strong	0 0.00	1 0.38	0 0.00	1 0.38
		Jeff Pryor	0 0.00	6 1.25	0 0.00	6 1.25
		None	0 0.00	1 0.00	0 0.00	1 0.00
		Shane Otvos	0 0.00	48 0.49	0 0.00	48 0.49
		Assigned to Individual Total	0 0.00	56 0.56	0 0.00	56 0.56

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Application Support - Web Dev	Dave Clark	0 0.00	1 0.00	0 0.00	1 0.00
		Sudha Rajamani	0 0.00	2 0.17	0 0.00	2 0.17
		Assigned to Individual Total	0 0.00	3 0.12	0 0.00	3 0.12
	Capitol Hosting	Doug Law	0 0.00	1 0.00	0 0.00	1 0.00
		Jake Vandenberghe	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Enterprise Security	Bobette Phillips	0 0.00	1 9.61	0 0.00	1 9.61
		Assigned to Individual Total	0 0.00	1 9.61	0 0.00	1 9.61
	Help Desk	Brenda Treadway	0 0.00	23 0.05	0 0.00	23 0.05
		Eileen Dubach	0 0.00	9 0.13	0 0.00	9 0.13
		James Stearns	0 0.00	13 0.05	0 0.00	13 0.05
		Julie VanBeekum	0 0.00	8 0.11	0 0.00	8 0.11
		None	0 0.00	3 0.00	0 0.00	3 0.00
		Sarah Johnson	0 0.00	1 0.08	0 0.00	1 0.08

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Help Desk	Vicky Marrelli	0 0.00	16 0.25	0 0.00	16 0.25
		Assigned to Individual Total	0 0.00	73 0.11	0 0.00	73 0.11
	Metro A Desktop Support	Adam Staks	0 0.00	31 0.06	1 0.06	32 0.06
		Austin Schultz	0 0.00	1 0.00	0 0.00	1 0.00
		Burton Brown	0 0.00	2 0.40	0 0.00	2 0.40
		Diane Pfeifer	0 0.00	1 0.19	0 0.00	1 0.19
		Eric A Sedgwick	1 0.12	15 0.06	0 0.00	16 0.06
		James Kammeyer	0 0.00	3 0.01	0 0.00	3 0.01
		Michael Barth	0 0.00	40 0.06	0 0.00	40 0.06
		Mike Beynon	0 0.00	11 0.05	0 0.00	11 0.05
		Robert Wall	0 0.00	35 0.07	0 0.00	35 0.07
		Tracy VanderVaart	0 0.00	29 0.05	0 0.00	29 0.05
		Assigned to Individual Total	1 0.12	168 0.06	1 0.06	170 0.06
	Metro A Help Desk	Ed Conrad	0 0.00	240 0.01	0 0.00	240 0.01

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro A Help Desk	Edward Fortner	0 0.00	135 0.01	0 0.00	135 0.01
		Liz Evans	0 0.00	173 0.02	0 0.00	173 0.02
		Assigned to Individual Total	0 0.00	548 0.01	0 0.00	548 0.01
	Metro A Hosting	Keith Scholl	0 0.00	2 0.00	0 0.00	2 0.00
		Thomas P Jones	0 0.00	1 0.77	0 0.00	1 0.77
		Timothy Gendorf	0 0.00	3 0.42	0 0.00	3 0.42
		Tom Carney	0 0.00	5 0.34	1 0.14	6 0.31
		Assigned to Individual Total	0 0.00	11 0.34	1 0.14	12 0.33
	Metro B Desktop Support	Austin Farey	0 0.00	5 0.00	0 0.00	5 0.00
		Cindy Reed	0 0.00	3 0.28	0 0.00	3 0.28
		Cody Flanders	0 0.00	3 0.24	0 0.00	3 0.24
		Jay Locker	0 0.00	1 0.00	0 0.00	1 0.00
		Kraig Ellis	0 0.00	5 0.37	0 0.00	5 0.37
		Mike Sine	0 0.00	7 0.17	0 0.00	7 0.17

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Metro B Desktop Support	Mike Wilde	0 0.00	5 0.15	0 0.00	5 0.15
		Sean Chadbourne	0 0.00	1 0.00	0 0.00	1 0.00
		Tyler Pearce	0 0.00	4 0.10	0 0.00	4 0.10
		Assigned to Individual Total	0 0.00	34 0.17	0 0.00	34 0.17
	Metro B Help Desk	Gary Graham	0 0.00	4 0.00	0 0.00	4 0.00
		Todd Manning	0 0.00	3 0.00	0 0.00	3 0.00
		Val Shepherd	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	8 0.00	0 0.00	8 0.00
	Metro C Help Desk	Reed Stohel	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Network Operations	Brian Chatwin	0 0.00	1 0.26	0 0.00	1 0.26
		Chris Green	0 0.00	3 0.00	0 0.00	3 0.00
		Dave Bodily	0 0.00	1 0.03	0 0.00	1 0.03
		Jared Elzinga	0 0.00	5 0.78	0 0.00	5 0.78

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Network Operations	Jeff Reed	0 0.00	1 0.00	0 0.00	1 0.00
		Michael Ostrander	0 0.00	2 0.06	0 0.00	2 0.06
		Assigned to Individual Total	0 0.00	13 0.33	0 0.00	13 0.33
	Operations Production Control	Cal Brinton	0 0.00	5 0.00	0 0.00	5 0.00
		Christie Burnham	0 0.00	83 0.00	0 0.00	83 0.00
		Duane Hardy	0 0.00	26 0.01	0 0.00	26 0.01
		Assigned to Individual Total	0 0.00	114 0.01	0 0.00	114 0.01
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 0.00	0 0.00	1 0.00
		Jay Barfuss	0 0.00	5 0.00	0 0.00	5 0.00
		Jeremy Standifird	0 0.00	12 0.21	0 0.00	12 0.21
		Jessica Purcell	0 0.00	3 0.00	0 0.00	3 0.00
		Paul Petersen	0 0.00	20 0.09	0 0.00	20 0.09
		Rod Montoya	0 0.00	29 0.01	0 0.00	29 0.01
		Ron LeBaron	0 0.00	8 0.33	0 0.00	8 0.33

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural Central Desktop Support	Todd Hardy	0 0.00	9 0.00	0 0.00	9 0.00
		Troy Morris	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	90 0.08	0 0.00	90 0.08
	Rural North Desktop Support	Dane Smith	0 0.00	21 0.27	0 0.00	21 0.27
		Don Higgs	0 0.00	15 0.20	0 0.00	15 0.20
		Kelly Warren	0 0.00	1 0.00	0 0.00	1 0.00
		Kim Ratushniak	0 0.00	17 0.09	0 0.00	17 0.09
		Neil Smedley	0 0.00	16 0.12	0 0.00	16 0.12
		Rodney Peterson	0 0.00	4 0.00	0 0.00	4 0.00
		Ruston McKay	0 0.00	45 0.05	0 0.00	45 0.05
		Ryan Casey	0 0.00	3 0.26	0 0.00	3 0.26
		Wayne Higgs	0 0.00	21 0.04	0 0.00	21 0.04
		Assigned to Individual Total	0 0.00	143 0.11	0 0.00	143 0.11
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.86	1 0.99	2 0.92

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Rural South Desktop Support	Dan Anthony	0 0.00	6 0.05	0 0.00	6 0.05
		Doug Thornton	0 0.00	4 0.04	0 0.00	4 0.04
		Joel Finlinson	0 0.00	3 0.00	0 0.00	3 0.00
		Julie Christensen	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	11 0.22	0 0.00	11 0.22
		Lane Adams	0 0.00	1 0.15	0 0.00	1 0.15
		Ryan Bennett	0 0.00	7 0.08	0 0.00	7 0.08
		Scott Jesienouski	0 0.00	9 0.14	0 0.00	9 0.14
		Silas Aitchison	0 0.00	12 0.01	0 0.00	12 0.01
		Assigned to Individual Total	0 0.00	55 0.11	1 0.99	56 0.12
	Strategic Communications	Luis Larios	0 0.00	1 0.22	0 0.00	1 0.22
		Assigned to Individual Total	0 0.00	1 0.22	0 0.00	1 0.22
	Technical Lead/Project Manager	Dustin Crump	0 0.00	2 1.59	0 0.00	2 1.59
		Martin Gonzalez	0 0.00	1 0.50	0 0.00	1 0.50

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Workforce Services

			High	Low	Medium	ATTIR Total
Workforce Services	Technical Lead/Project Manager	Assigned to Individual Total	0 0.00	3 1.23	0 0.00	3 1.23
	Voice Operations	Gail Christiansen	0 0.00	11 0.20	1 0.10	12 0.19
		James Gifford	0 0.00	5 0.17	0 0.00	5 0.17
		Julie Sabato	0 0.00	1 0.15	0 0.00	1 0.15
		Kelly Johnson	0 0.00	1 0.00	0 0.00	1 0.00
		Leon Owen	0 0.00	3 0.05	0 0.00	3 0.05
		Romanza Hamblin Sorensen	0 0.00	15 0.29	0 0.00	15 0.29
		Assigned to Individual Total	0 0.00	36 0.21	1 0.10	37 0.21
	Voice/Data/WAN Services	Mike Johnson	0 0.00	3 0.30	0 0.00	3 0.30
		Spencer Blodgett	0 0.00	2 0.07	0 0.00	2 0.07
		T Artis	1 0.27	0 0.00	0 0.00	1 0.27
		Assigned to Individual Total	1 0.27	5 0.21	0 0.00	6 0.22
	Assigned Group Total		3 0.16	1,426 0.16	6 0.36	1,435 0.17
Customer Company Total			3 0.16	1,426 0.16	6 0.36	1,435 0.17

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Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Workforce Services	Application Services	Bart Purser	0 0	8 1	0 0	8 1
		Danielle Hood	0 0	10 5	1 0	11 5
		Dustin Crump	1 1	6 4	0 0	7 5
		Martin Gonzalez	0 0	6 3	0 0	6 3
		Terry Forsgren	0 0	3 0	0 0	3 0
		Tony Larsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	1 1	34 14	1 0	36 15
	Application Support	Michael Brown	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - APEX	Dave Clark	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - CATS IV	Dawn Harris	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	Application Support - Content Manager	Nate Olson	0	3	0	3
			0	0	0	0
		Randall Ottesen	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Application Support - Data Warehouse	Blaine Campbell	0	1	0	1
			0	1	0	1
		None	0	1	0	1
			0	0	0	0
		Shana Woodall	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	1	0	1
	Application Support - DFI	Drew Penrod	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Application Support - EFIND	Anhkim Le	0	5	1	6
			0	1	0	1
		None	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	6	1	7
			0	1	0	1

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - EREP Systems	David Moffitt	0	3	0	3
			0	1	0	1
	Assigned to Individual Total		0	3	0	3
			0	1	0	1
	Application Support - MyCase	Ilya Oyzerskiy	0	2	0	2
			0	0	0	0
	Assigned to Individual Total		0	2	0	2
			0	0	0	0
	Application Support - Single Signon	Justin Miller	0	1	0	1
			0	1	0	1
	Assigned to Individual Total		0	1	0	1
			0	1	0	1
	Application Support - Thin Client	Janis Race-Bigelow	0	1	0	1
			0	1	0	1
	Assigned to Individual Total		0	1	0	1
			0	1	0	1
	Application Support - UWORKS	Eric Strong	0	1	0	1
			0	0	0	0
		Jeff Pryor	0	6	0	6
			0	1	0	1
		None	0	1	0	1
			0	0	0	0
	Application Support - UWORKS	Shane Otvos	0	48	0	48
			0	1	0	1
		Assigned to Individual Total	0	56	0	56
			0	2	0	2
	Application Support - Web Dev	Dave Clark	0	1	0	1
			0	0	0	0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Application Support - Web Dev	Sudha Rajamani	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Capitol Hosting	Doug Law	0 0	1 1	0 0	1 1
		Jake Vandenberghe	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Enterprise Security	Bobette Phillips	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	23 0	0 0	23 0
		Eileen Dubach	0 0	9 0	0 0	9 0
		James Stearns	0 0	13 0	0 0	13 0
		Julie VanBeekum	0 0	8 1	0 0	8 1
		None	0 0	3 0	0 0	3 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	16 1	0 0	16 1

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Help Desk	Assigned to Individual Total	0	73	0	73
			0	2	0	2
	Metro A Desktop Support	Adam Staks	0	31	1	32
			0	1	0	1
		Austin Schultz	0	1	0	1
			0	0	0	0
		Burton Brown	0	2	0	2
			0	0	0	0
		Diane Pfeifer	0	1	0	1
			0	0	0	0
		Eric A Sedgwick	1	15	0	16
			0	0	0	0
		James Kammeyer	0	3	0	3
			0	0	0	0
		Michael Barth	0	40	0	40
			0	0	0	0
		Mike Beynon	0	11	0	11
			0	0	0	0
		Robert Wall	0	35	0	35
			0	0	0	0
		Tracy VanderVaart	0	29	0	29
			0	0	0	0
		Assigned to Individual Total	1	168	1	170
			0	1	0	1
	Metro A Help Desk	Ed Conrad	0	240	0	240
			0	0	0	0
		Edward Fortner	0	135	0	135
			0	0	0	0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro A Help Desk	Liz Evans	0 0	173 0	0 0	173 0
		Assigned to Individual Total	0 0	548 0	0 0	548 0
	Metro A Hosting	Keith Scholl	0 0	2 0	0 0	2 0
		Thomas P Jones	0 0	1 0	0 0	1 0
		Timothy Gendorf	0 0	3 0	0 0	3 0
		Tom Carney	0 0	5 0	1 0	6 0
		Assigned to Individual Total	0 0	11 0	1 0	12 0
	Metro B Desktop Support	Austin Farey	0 0	5 0	0 0	5 0
		Cindy Reed	0 0	3 0	0 0	3 0
		Cody Flanders	0 0	3 0	0 0	3 0
		Jay Locker	0 0	1 0	0 0	1 0
		Kraig Ellis	0 0	5 0	0 0	5 0
		Mike Sine	0 0	7 0	0 0	7 0
		Mike Wilde	0 0	5 0	0 0	5 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Metro B Desktop Support	Sean Chadbourne	0	1	0	1
			0	0	0	0
		Tyler Pearce	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	34	0	34
			0	0	0	0
	Metro B Help Desk	Gary Graham	0	4	0	4
			0	0	0	0
		Todd Manning	0	3	0	3
			0	0	0	0
		Val Shepherd	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	8	0	8
			0	0	0	0
	Metro C Help Desk	Reed Stohel	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Network Operations	Brian Chatwin	0	1	0	1
			0	0	0	0
		Chris Green	0	3	0	3
			0	0	0	0
		Dave Bodily	0	1	0	1
			0	0	0	0
		Jared Elzinga	0	5	0	5
			0	2	0	2
		Jeff Reed	0	1	0	1
			0	1	0	1

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Network Operations	Michael Ostrander	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	13 3	0 0	13 3
	Operations Production Control	Cal Brinton	0 0	5 0	0 0	5 0
		Christie Burnham	0 0	83 0	0 0	83 0
		Duane Hardy	0 0	26 0	0 0	26 0
		Assigned to Individual Total	0 0	114 0	0 0	114 0
	Rural Central Desktop Support	Gerald Adams	0 0	1 0	0 0	1 0
		Jay Barfuss	0 0	5 0	0 0	5 0
		Jeremy Standifird	0 0	12 0	0 0	12 0
		Jessica Purcell	0 0	3 0	0 0	3 0
		Paul Petersen	0 0	20 0	0 0	20 0
		Rod Montoya	0 0	29 0	0 0	29 0
		Ron LeBaron	0 0	8 0	0 0	8 0
		Todd Hardy	0 0	9 3	0 0	9 3

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural Central Desktop Support	Troy Morris	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	90	0	90
			0	3	0	3
	Rural North Desktop Support	Dane Smith	0	21	0	21
			0	0	0	0
		Don Higgs	0	15	0	15
			0	0	0	0
		Kelly Warren	0	1	0	1
			0	0	0	0
		Kim Ratushniak	0	17	0	17
			0	0	0	0
		Neil Smedley	0	16	0	16
			0	0	0	0
		Rodney Peterson	0	4	0	4
			0	0	0	0
		Ruston McKay	0	45	0	45
			0	0	0	0
		Ryan Casey	0	3	0	3
			0	0	0	0
		Wayne Higgs	0	21	0	21
			0	0	0	0
		Assigned to Individual Total	0	143	0	143
			0	0	0	0
	Rural South Desktop Support	Cheri Oldham	0	1	1	2
			0	0	0	0
		Dan Anthony	0	6	0	6
			0	0	0	0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Rural South Desktop Support	Doug Thornton	0 0	4 0	0 0	4 0
		Joel Finlinson	0 0	3 0	0 0	3 0
		Julie Christensen	0 0	1 0	0 0	1 0
		Lance Nay	0 0	11 0	0 0	11 0
		Lane Adams	0 0	1 0	0 0	1 0
		Ryan Bennett	0 0	7 0	0 0	7 0
		Scott Jesienouski	0 0	9 0	0 0	9 0
		Silas Aitchison	0 0	12 1	0 0	12 1
		Assigned to Individual Total	0 0	55 1	1 0	56 1
	Strategic Communications	Luis Larios	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Technical Lead/Project Manager	Dustin Crump	0 0	2 0	0 0	2 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

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Workforce Services

			High	Low	Medium	MR Total
Workforce Services	Voice Operations	Gail Christiansen	0 0	11 0	1 0	12 0
		James Gifford	0 0	5 0	0 0	5 0
		Julie Sabato	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	15 0	0 0	15 0
		Assigned to Individual Total	0 0	36 0	1 0	37 0
	Voice/Data/WAN Services	Mike Johnson	0 0	3 0	0 0	3 0
		Spencer Blodgett	0 0	2 0	0 0	2 0
		T Artis	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	5 0	0 0	6 0
	Assigned Group Total		3 1	1,426 35	6 0	1,435 36
Customer Company Total			3 1	1,426 35	6 0	1,435 36

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Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Workforce Services	Application Services	Bart Purser	0 0.00	8 1.56	0 0.00	8 1.56
		Danielle Hood	0 0.00	10 15.08	1 2.21	11 13.91
		Dustin Crump	1 18.96	6 21.14	0 0.00	7 20.83
		Martin Gonzalez	0 0.00	6 64.55	0 0.00	6 64.55
		Terry Forsgren	0 0.00	3 1.35	0 0.00	3 1.35
		Tony Larsen	0 0.00	1 8.08	0 0.00	1 8.08
		Assigned to Individual Total	1 18.96	34 20.28	1 2.21	36 19.74
	Application Support	Michael Brown	0 0.00	1 30.32	0 0.00	1 30.32
		Assigned to Individual Total	0 0.00	1 30.32	0 0.00	1 30.32
	Application Support - APEX	Dave Clark	0 0.00	1 0.75	0 0.00	1 0.75

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - APEX	Assigned to Individual Total	0 0.00	1 0.75	0 0.00	1 0.75
	Application Support - CATS IV	Dawn Harris	0 0.00	3 2.30	0 0.00	3 2.30
		Assigned to Individual Total	0 0.00	3 2.30	0 0.00	3 2.30
	Application Support - Content Manager	Nate Olson	0 0.00	3 0.19	0 0.00	3 0.19
		Randall Ottesen	0 0.00	1 1.30	0 0.00	1 1.30
		Assigned to Individual Total	0 0.00	4 0.47	0 0.00	4 0.47
	Application Support - Data Warehouse	Blaine Campbell	0 0.00	1 74.72	0 0.00	1 74.72
		None	0 0.00	1	0 0.00	1
		Shana Woodall	0 0.00	1 3.88	0 0.00	1 3.88
		Assigned to Individual Total	0 0.00	3 39.30	0 0.00	3 39.30
	Application Support - DFI	Drew Penrod	0 0.00	1 3.27	0 0.00	1 3.27
		Assigned to Individual Total	0 0.00	1 3.27	0 0.00	1 3.27
	Application Support - EFIND	Anhkim Le	0 0.00	5 2.66	1 0.71	6 2.27
		None	0 0.00	1	0 0.00	1

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - EFIND	Assigned to Individual Total	0 0.00	6 2.66	1 0.71	7 2.27
	Application Support - EREP Systems	David Moffitt	0 0.00	3 54.44	0 0.00	3 54.44
		Assigned to Individual Total	0 0.00	3 54.44	0 0.00	3 54.44
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	2 1.48	0 0.00	2 1.48
		Assigned to Individual Total	0 0.00	2 1.48	0 0.00	2 1.48
	Application Support - Single Signon	Justin Miller	0 0.00	1 6.38	0 0.00	1 6.38
		Assigned to Individual Total	0 0.00	1 6.38	0 0.00	1 6.38
	Application Support - Thin Client	Janis Race-Bigelow	0 0.00	1 32.21	0 0.00	1 32.21
		Assigned to Individual Total	0 0.00	1 32.21	0 0.00	1 32.21
	Application Support - UWORKS	Eric Strong	0 0.00	1 0.38	0 0.00	1 0.38
		Jeff Pryor	0 0.00	6 2.44	0 0.00	6 2.44
		None	0 0.00	1	0 0.00	1
		Shane Otvos	0 0.00	48 1.25	0 0.00	48 1.25
		Assigned to Individual Total	0 0.00	56 1.36	0 0.00	56 1.36

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Application Support - Web Dev	Dave Clark	0 0.00	1 0.12	0 0.00	1 0.12
		Sudha Rajamani	0 0.00	2 4.01	0 0.00	2 4.01
		Assigned to Individual Total	0 0.00	3 2.71	0 0.00	3 2.71
	Capitol Hosting	Doug Law	0 0.00	1 9.57	0 0.00	1 9.57
		Jake Vandenberghe	0 0.00	1 1.47	0 0.00	1 1.47
		Assigned to Individual Total	0 0.00	2 5.52	0 0.00	2 5.52
	Enterprise Security	Bobette Phillips	0 0.00	1 9.61	0 0.00	1 9.61
		Assigned to Individual Total	0 0.00	1 9.61	0 0.00	1 9.61
	Help Desk	Brenda Treadway	0 0.00	23 0.05	0 0.00	23 0.05
		Eileen Dubach	0 0.00	9 0.42	0 0.00	9 0.42
		James Stearns	0 0.00	13 0.06	0 0.00	13 0.06
		Julie VanBeekum	0 0.00	8 1.18	0 0.00	8 1.18
		None	0 0.00	3 0.79	0 0.00	3 0.79
		Sarah Johnson	0 0.00	1 1.91	0 0.00	1 1.91

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Help Desk	Vicky Marrelli	0 0.00	16 0.77	0 0.00	16 0.77
		Assigned to Individual Total	0 0.00	73 0.44	0 0.00	73 0.44
	Metro A Desktop Support	Adam Staks	0 0.00	31 0.50	1 0.06	32 0.49
		Austin Schultz	0 0.00	1 0.00	0 0.00	1 0.00
		Burton Brown	0 0.00	2 0.68	0 0.00	2 0.68
		Diane Pfeifer	0 0.00	1 0.19	0 0.00	1 0.19
		Eric A Sedgwick	1 0.12	15 0.17	0 0.00	16 0.16
		James Kammeyer	0 0.00	3 0.02	0 0.00	3 0.02
		Michael Barth	0 0.00	40 0.20	0 0.00	40 0.20
		Mike Beynon	0 0.00	11 0.41	0 0.00	11 0.41
		Robert Wall	0 0.00	35 0.21	0 0.00	35 0.21
		Tracy VanderVaart	0 0.00	29 0.16	0 0.00	29 0.16
		Assigned to Individual Total	1 0.12	168 0.26	1 0.06	170 0.26
	Metro A Help Desk	Ed Conrad	0 0.00	240 0.25	0 0.00	240 0.25

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro A Help Desk	Edward Fortner	0 0.00	135 0.11	0 0.00	135 0.11
		Liz Evans	0 0.00	173 0.16	0 0.00	173 0.16
		Assigned to Individual Total	0 0.00	548 0.19	0 0.00	548 0.19
	Metro A Hosting	Keith Scholl	0 0.00	2 0.56	0 0.00	2 0.56
		Thomas P Jones	0 0.00	1 0.77	0 0.00	1 0.77
		Timothy Gendorf	0 0.00	3 0.53	0 0.00	3 0.53
		Tom Carney	0 0.00	5 0.87	1 0.29	6 0.78
		Assigned to Individual Total	0 0.00	11 0.71	1 0.29	12 0.68
	Metro B Desktop Support	Austin Farey	0 0.00	5 2.60	0 0.00	5 2.60
		Cindy Reed	0 0.00	3 1.09	0 0.00	3 1.09
		Cody Flanders	0 0.00	3 0.67	0 0.00	3 0.67
		Jay Locker	0 0.00	1 0.33	0 0.00	1 0.33
		Kraig Ellis	0 0.00	5 1.33	0 0.00	5 1.33
		Mike Sine	0 0.00	7 0.27	0 0.00	7 0.27

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Metro B Desktop Support	Mike Wilde	0 0.00	5 1.15	0 0.00	5 1.15
		Sean Chadbourne	0 0.00	1 0.00	0 0.00	1 0.00
		Tyler Pearce	0 0.00	4 0.57	0 0.00	4 0.57
		Assigned to Individual Total	0 0.00	34 1.03	0 0.00	34 1.03
	Metro B Help Desk	Gary Graham	0 0.00	4 0.00	0 0.00	4 0.00
		Todd Manning	0 0.00	3 0.00	0 0.00	3 0.00
		Val Shepherd	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	8 0.00	0 0.00	8 0.00
	Metro C Help Desk	Reed Stohel	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Network Operations	Brian Chatwin	0 0.00	1 0.44	0 0.00	1 0.44
		Chris Green	0 0.00	3 0.06	0 0.00	3 0.06
		Dave Bodily	0 0.00	1 0.03	0 0.00	1 0.03
		Jared Elzinga	0 0.00	5 3.94	0 0.00	5 3.94

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Network Operations	Jeff Reed	0 0.00	1 32.67	0 0.00	1 32.67
		Michael Ostrander	0 0.00	2 1.02	0 0.00	2 1.02
		Assigned to Individual Total	0 0.00	13 4.24	0 0.00	13 4.24
	Operations Production Control	Cal Brinton	0 0.00	5 0.06	0 0.00	5 0.06
		Christie Burnham	0 0.00	83 0.03	0 0.00	83 0.03
		Duane Hardy	0 0.00	26 0.09	0 0.00	26 0.09
		Assigned to Individual Total	0 0.00	114 0.04	0 0.00	114 0.04
	Rural Central Desktop Support	Gerald Adams	0 0.00	1 0.90	0 0.00	1 0.90
		Jay Barfuss	0 0.00	5 0.44	0 0.00	5 0.44
		Jeremy Standifird	0 0.00	12 0.75	0 0.00	12 0.75
		Jessica Purcell	0 0.00	3 0.00	0 0.00	3 0.00
		Paul Petersen	0 0.00	20 2.71	0 0.00	20 2.71
		Rod Montoya	0 0.00	29 0.22	0 0.00	29 0.22
		Ron LeBaron	0 0.00	8 0.93	0 0.00	8 0.93

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural Central Desktop Support	Todd Hardy	0 0.00	9 2.71	0 0.00	9 2.71
		Troy Morris	0 0.00	3 0.16	0 0.00	3 0.16
		Assigned to Individual Total	0 0.00	90 1.17	0 0.00	90 1.17
	Rural North Desktop Support	Dane Smith	0 0.00	21 0.82	0 0.00	21 0.82
		Don Higgs	0 0.00	15 0.80	0 0.00	15 0.80
		Kelly Warren	0 0.00	1 0.15	0 0.00	1 0.15
		Kim Ratushniak	0 0.00	17 0.09	0 0.00	17 0.09
		Neil Smedley	0 0.00	16 0.32	0 0.00	16 0.32
		Rodney Peterson	0 0.00	4 0.19	0 0.00	4 0.19
		Ruston McKay	0 0.00	45 0.30	0 0.00	45 0.30
		Ryan Casey	0 0.00	3 0.41	0 0.00	3 0.41
		Wayne Higgs	0 0.00	21 0.51	0 0.00	21 0.51
		Assigned to Individual Total	0 0.00	143 0.43	0 0.00	143 0.43
	Rural South Desktop Support	Cheri Oldham	0 0.00	1 0.86	1 1.16	2 1.01

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Rural South Desktop Support	Dan Anthony	0 0.00	6 0.08	0 0.00	6 0.08
		Doug Thornton	0 0.00	4 0.87	0 0.00	4 0.87
		Joel Finlinson	0 0.00	3 0.00	0 0.00	3 0.00
		Julie Christensen	0 0.00	1 0.62	0 0.00	1 0.62
		Lance Nay	0 0.00	11 0.49	0 0.00	11 0.49
		Lane Adams	0 0.00	1 0.15	0 0.00	1 0.15
		Ryan Bennett	0 0.00	7 0.27	0 0.00	7 0.27
		Scott Jesienouski	0 0.00	9 0.45	0 0.00	9 0.45
		Silas Aitchison	0 0.00	12 1.68	0 0.00	12 1.68
		Assigned to Individual Total	0 0.00	55 0.64	1 1.16	56 0.65
	Strategic Communications	Luis Larios	0 0.00	1 8.62	0 0.00	1 8.62
		Assigned to Individual Total	0 0.00	1 8.62	0 0.00	1 8.62
	Technical Lead/Project Manager	Dustin Crump	0 0.00	2 2.35	0 0.00	2 2.35
		Martin Gonzalez	0 0.00	1 0.55	0 0.00	1 0.55

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Workforce Services

			High	Low	Medium	ATTR Total
Workforce Services	Technical Lead/Project Manager	Assigned to Individual Total	0 0.00	3 1.75	0 0.00	3 1.75
	Voice Operations	Gail Christiansen	0 0.00	11 0.63	1 0.20	12 0.60
		James Gifford	0 0.00	5 1.31	0 0.00	5 1.31
		Julie Sabato	0 0.00	1 0.26	0 0.00	1 0.26
		Kelly Johnson	0 0.00	1 0.00	0 0.00	1 0.00
		Leon Owen	0 0.00	3 0.05	0 0.00	3 0.05
		Romanza Hamblin Sorensen	0 0.00	15 0.57	0 0.00	15 0.57
		Assigned to Individual Total	0 0.00	36 0.62	1 0.20	37 0.61
	Voice/Data/WAN Services	Mike Johnson	0 0.00	3 0.79	0 0.00	3 0.79
		Spencer Blodgett	0 0.00	2 0.37	0 0.00	2 0.37
		T Artis	1 0.27	0 0.00	0 0.00	1 0.27
		Assigned to Individual Total	1 0.27	5 0.62	0 0.00	6 0.56
	Assigned Group Total		3 6.45	1,426 1.19	6 0.77	1,435 1.20
Customer Company Total			3 6.45	1,426 1.19	6 0.77	1,435 1.20

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Workforce Services

Detail

INC000000606846	Jean Fisher	Application	Error	Gmail		TIR Missed: No	0.46
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: Yes	204.92
INC000000607583	Dorothy Hall	None	None	Gmail		TIR Missed: Yes	2.04
	Technical Lead/Project Manager	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	3.55
INC000000608924	Shonie Barker	Application	None	Gmail		TIR Missed: No	0.50
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000609245	Benjamin R Patterson	None	None	None		TIR Missed: Yes	1.15
	Technical Lead/Project Manager	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	1.15
INC000000614801	Melissa Crane	Application	None	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	30.95
INC000000614996	Eric Faulkner	None	None	None		TIR Missed: No	0.12
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000617137	Ruth Warby	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	4.10
INC000000617859	Tara Connolly	None	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: Yes	70.51
INC000000620575	Marie Higgins	None	None	None		TIR Missed: No	0.12
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000620989	Gail Reidling	Application	Error	Gmail		TIR Missed: Yes	9.61
	Enterprise Security	Bobette Phillips	Workforce Services	Low	Resolved	TTR Missed: Yes	9.61
INC000000621609	Jan Thompson	Application	Error	None		TIR Missed: No	0.13
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.86
INC000000621654	Kaylene Whicker	Application	Error	None		TIR Missed: No	0.93
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.93
INC000000622038	Debbie Sheldon	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.16
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000622317	Mary Cavanaugh	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000622926	Carmen Bento	Application	None	Gmail		TIR Missed: No	0.25
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	145.52
INC000000623574	Michele White-Milgate	None	None	None		TIR Missed: Yes	1.11
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	1.11

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Workforce Services

INC000000623618	Penney Chipp	Application	None	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro B Desktop Support	Cindy Reed	Workforce Services	Low Closed	TTR Missed: No	1.47
INC000000623751	Michael Corbridge	Application	Error	Novell eDirectory	TIR Missed: No	0.19
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	0.20
INC000000624207	Nikita Gonnuscio	Application	Error	Gmail	TIR Missed: No	0.00
	Capitol Hosting	Doug Law	Workforce Services	Low Closed	TTR Missed: Yes	9.57
INC000000625320	Katie Helm	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000625338	Colleen Gearheart	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Desktop Support	James Kammeyer	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000625582	Christopher Myers	Application	None	Gmail	TIR Missed: No	0.00
	Application Services	Tony Larsen	Workforce Services	Low Closed	TTR Missed: Yes	8.08
INC000000626290	Jolie Bevers	None	None	Gmail	TIR Missed: No	0.06
	Application Services	Dustin Crump	Workforce Services	Low Closed	TTR Missed: No	0.73
INC000000627551	Todd Bauerle	None	None	None	TIR Missed: Yes	61.18
	Application Services	Danielle Hood	Workforce Services	Low Closed	TTR Missed: Yes	61.37
INC000000627736	Jonathan Parrish	Network	Error	None	TIR Missed: No	0.11
	Network Operations	Michael Ostrander	Workforce Services	Low Closed	TTR Missed: No	2.05
INC000000627868	Sean Headden	Application	Error	Novell eDirectory	TIR Missed: No	0.01
	Help Desk	Julie VanBeekum	Workforce Services	Low Closed	TTR Missed: No	0.21
INC000000627926	Brandie Gallegos	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.25
	Application Support - EREP System	David Moffitt	Workforce Services	Low Closed	TTR Missed: Yes	159.69
INC000000627989	Dora Ward	None	None	None	TIR Missed: No	0.06
	Application Support - Data Warehouse	Blaine Campbell	Workforce Services	Low Closed	TTR Missed: Yes	74.72
INC000000628613	CindaLee Hall	Application	Error	Novell eDirectory	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	2.59
INC000000629015	Sandy LeBlanc	Application	Error	Content Manager	TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Closed	TTR Missed: No	0.35
INC000000629038	Tiffany Hales	Network	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Network Operations	Jeff Reed	Workforce Services	Low Closed	TTR Missed: Yes	32.67
INC000000629084	Kris Bradley	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Closed	TTR Missed: No	0.20
INC000000629354	Worthy Glover Jr	Application	None	Content Manager	TIR Missed: No	0.17
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low Closed	TTR Missed: No	0.17

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INC000000629501	Nancy Galt	Telecom	Call/Receive	Telephone		TIR Missed: No	0.11
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000629815	Dennie Tsuya	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Closed	TTR Missed: No	
INC000000629860	Sonia Ayala	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.53
INC000000629861	Vicki Fenton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.54
INC000000629913	Susana Acero	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.50
INC000000630271	Shirley Hilton	Projector/Overhead	Bulb	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.60
INC000000630384	Karin Allen	None	None	None		TIR Missed: No	0.19
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000630401	Dalia Bruce	PC/Laptop	Hardware	None		TIR Missed: No	0.66
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.66
INC000000630540	JaNea Lund	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	5.61
INC000000630546	Dave Laycock	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000630559	Susana Acero	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630566	Giselle Jackson	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630573	Cindy Bertagnolli	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630582	Ivanova Fuller	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630586	Olga Matviyenko	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630587	Debbie Garretson	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630591	Greg Kuhlman	Network	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.37

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INC000000630599	Ray Burningham	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630608	Pamela Surakhun	None	None	None	TIR Missed: No	0.22
Strategic Communications	Luis Larios	Workforce Services	Low	Closed	TTR Missed: Yes	8.62
INC000000630614	Shannon Manchester	None	None	None	TIR Missed: No	0.39
Metro B Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.94
INC000000630621	Kaylee Ashdown	Network	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	1.46
Metro B Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.46
INC000000630633	Happi Hansen	Server	None	Utah Works	TIR Missed: No	0.20
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000630638	Bonnie L Kelsey	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000630640	Brad Kelstrom	None	None	None	TIR Missed: No	0.00
Application Support - Web Dev	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000630645	Jeff Godfrey	Application	None	None	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.02
INC000000630656	Jesse Bissegger	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630662	Doris Robinson	PC/Laptop	None	Citrix ICA Client	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000630674	Melanie Merrill	Application	Error	Utah Works	TIR Missed: No	0.05
Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.65
INC000000630682	Gachi Guet	Application	Error	Utah Works	TIR Missed: No	0.00
Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.71
INC000000630683	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630694	Cheryl Brown	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000630701	Dave Brown	Network	None	Internet Explorer	TIR Missed: No	0.00
Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000630706	Anne Gilbert	Application	Error	Utah Works	TIR Missed: No	0.26
Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	1.29
INC000000630711	Brandon Street	None	None	None	TIR Missed: No	0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000630712	Hari Koirala	Application	Error	Microsoft Word	TIR Missed: No	0.23
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	2.83
INC000000630722	Lynnette McKee	Application	Password	Novell Messenger	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000630732	Dorothy Williams	None	None	None	TIR Missed: No	0.38
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.43
INC000000630735	Tara Connolly	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000630737	Cheryl Brown	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000630746	Meagan McDermaid	Application	Password	Novell Messenger	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.11
INC000000630761	Colleen Jamison	Application	None	Mozilla Firefox	TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.17
INC000000630764	Jeff Godfrey	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000630766	Elizabeth Cheney	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.51
INC000000630770	Dennis Canning	None	None	None	TIR Missed: No	0.14
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	1.20
INC000000630771	Elizabeth Cheney	PC/Laptop	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.08
INC000000630776	Jennifer Domenici	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.08
INC000000630785	Jessica Balls	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	1.09
INC000000630808	Molly Morehouse	None	None	None	TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.02
INC000000630813	Alan Dennis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000630827	Alan Dennis	Application	Error	Gmail	TIR Missed: No	0.05
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.05
INC000000630830	Mary Gehman-Smith	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.10

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INC000000630836	Sanobi Johnson	Print/Copy/Scan/Fax	Incident	Gmail		TIR Missed: No	0.05
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000630837	Sanobi Johnson	Application	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.79
INC000000630846	Rick Brenkmann	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000630853	DeeDee Fleming	None	None	None		TIR Missed: No	0.12
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000630857	Thomas Paul	Network	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000630898	Jennifer Wright	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro B Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000630902	Jim Jensen	Print/Copy/Scan/Fax	None	PDF Complete		TIR Missed: No	0.03
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000630904	Robb Smith	PC/Laptop	Error	DWS Web		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000630911	Kimberley Schmeling	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000630914	Kimberley Schmeling	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000630926	Patsy Fraley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630928	Dalia Bruce	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630933	Connie Shearwood	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630939	Marie Higgins	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630946	Deann Cardon	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000630948	Matthew Weeks	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000630962	Brian Richards	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000630988	Cassandra Pickle	Application	None	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000631000	Spencer J Garn	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.21
INC000000631012	Grazyna Janeczko	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631014	Hsa Kpaw	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631016	Laurie Wittwer	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631020	Kari Marty	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631031	Debbie Sheldon	PC/Laptop	Performance	None		TIR Missed: No	0.45
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.99
INC000000631033	Benjamin Hart	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000631036	Charisse Jeppsen	None	None	None		TIR Missed: No	0.14
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000631043	Michelle Viertel	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.26
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	1.36
INC000000631050	Courtney Marshall	Application	Error	None		TIR Missed: No	0.14
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.87
INC000000631057	Lisa Osborn	PC/Laptop	Error	None		TIR Missed: No	0.06
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000631070	Richard Donegan	None	None	None		TIR Missed: No	0.09
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000631096	Janet Howes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631132	Thomas Paul	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631143	Leann Robinson	Application	None	DWS Web		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.72
INC000000631169	Garrett McDermont	Application	Password	Utah Master Directory		TIR Missed: No	0.34
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.57

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INC000000631178	John Paul	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631179	Jaceson Maughan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631184	James Stavros	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631197	Eugenia Artamonova	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000631202	Scott Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000631219	Jennifer Domenici	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000631239	Kathy Guymon	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631260	Pamela Surakhun	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Adam Staks	Workforce Services	Medium	Closed	TTR Missed: No	0.06
INC000000631294	Joe Edman	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631297	Julie Lay	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631298	Lauri Flores	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631316	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000631320	Colleen Fitzgerald	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000631322	Rebecca Banner	None	None	Gmail		TIR Missed: No	0.00
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: Yes	26.54
INC000000631328	Thomas Petersen	Network	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631342	Mary Gehman-Smith	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000631343	Brent Fife	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000631349	Brent Fife	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631350	Brent Fife	None	None	Adobe Acrobat		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631355	Brent Fife	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631361	Helen Southworth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631362	Shannon Manchester	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Sine	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000631370	David Egan	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	1.92
INC000000631372	Melauni Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000631389	Happi Hansen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000631397	Carlina Cubias-Garcia	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631423	Kris Bradley	None	None	None		TIR Missed: No	0.11
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000631445	Jeri Uresk	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000631452	Christi Seger	None	None	None		TIR Missed: No	0.20
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000631473	Tanya Wilson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000631484	Jason J Burton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000631505	Vivian Brown	None	None	None		TIR Missed: No	0.12
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000631519	Molly Wengreen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631530	Connie Dumas	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.13

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INC000000631553	Andrea Brunyer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631596	Penney Chipp	None	None	None		TIR Missed: No	0.31
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000631597	Chris Loizos	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000631599	June Conn-Solomon	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000631609	Lindsey Caffall-Davis	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000631618	Paul Ruth	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000631623	Sherry Stevens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631625	Alyshia Jenkins	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000631627	Tracy Barrera	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000631628	Stacy Neal	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000631629	CindaLee Hall	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000631631	Joanne Nunes	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000631632	Ralph Laub	None	None	None		TIR Missed: Yes	1.17
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.17
INC000000631636	Karen Hess	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000631664	Rick Little	Mobile Devices	Error	Droid		TIR Missed: No	0.17
	Application Services	Danielle Hood	Workforce Services	Medium	Closed	TTR Missed: No	2.21
INC000000631665	Rick Little	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	High	Closed	TTR Missed: No	0.12
INC000000631691	Norene Webster	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.18

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INC000000631758	Cory Moss	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000631767	Rebecca Sangberg	Telecom	Call Management	Telephone		TIR Missed: No	0.31
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000631773	Fred Fonseca	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.70
INC000000631789	Colleen Jamison	PC/Laptop	Error	Utah Works		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000631796	Debbie Sheldon	Telecom	None	Telephone		TIR Missed: No	0.31
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000631801	Debbie Sheldon	Telecom	None	Telephone		TIR Missed: No	0.21
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.86
INC000000631812	Betty J Cox	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000631816	Shauna Lindblom	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000631840	Carly Buttars	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631861	Mohamud Ahmed	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631865	Lela King	Telecom	Voice Mail	Telephone		TIR Missed: No	0.44
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000631869	Chuck Curtin	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000631900	Anthony Kelly	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.49
INC000000631904	Carol Conti	Telecom	None	None		TIR Missed: No	0.32
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000631912	Jo Jacobsen	Network	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000631947	Sherri Kirk	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	3.51
INC000000631961	Doris Robinson	Network	None	Citrix ICA Client		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	4.08

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INC000000631972	Bill Goodwin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631974	Agnes Lomu	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000631979	Debbie Olsen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631985	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631986	Nathan Dopp	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631995	Patsy Fraley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000631996	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000632010	Becky Vaitaki	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000632015	Connie Bell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000632031	Lois Jones	None	None	None		TIR Missed: No	0.86
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.88
INC000000632044	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000632061	Tammy M Cole	None	None	None		TIR Missed: No	0.74
	Metro B Desktop Support	Mike Sine	Workforce Services	Low	Closed	TTR Missed: No	0.75
INC000000632079	Becky Chambers	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000632140	Steven Coray	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000632147	Debbie Torres	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000632150	Rowena York	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000632179	June Conn-Solomon	None	None	None		TIR Missed: Yes	1.09
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.57

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INC000000632182	Helen Hadad	Application	Error	Medicaid Managed Care System	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low Closed	TTR Missed: No	2.18
INC000000632211	Gary Newren	Application	None	Utah Master Directory	TIR Missed: No	0.43
	Help Desk	Julie VanBeekum	Workforce Services	Low Closed	TTR Missed: No	0.64
INC000000632219	Fran Cannard	Telecom	Call/Receive	Telephone	TIR Missed: No	0.10
	Voice Operations	Gail Christiansen	Workforce Services	Medium Closed	TTR Missed: No	0.20
INC000000632221	Brandon Street	None	None	None	TIR Missed: No	0.45
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	2.10
INC000000632246	Jackie Nielson	None	None	None	TIR Missed: Yes	1.07
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	2.04
INC000000632262	Aly Scovil	Application	None	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.82
INC000000632266	Helen Hadad	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000632313	Toni C Ansel	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000632330	Mitch Romo	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000632345	Rachael Licciardone	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.42
INC000000632358	Mark Knold	None	None	None	TIR Missed: No	0.07
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.07
INC000000632366	Betty J Cox	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000632374	Darrell Wilson	Application	None	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	1.27
INC000000632378	Cherice Bridges	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000632384	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000632386	Carrie Peterson	Application	Error	Microsoft Office	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000632397	Paul Fasig	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000632398	Kimberly Telford	None	None	None		TIR Missed: No	0.71
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.77
INC000000632404	Jessica Balls	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000632406	Johnny Bedore III	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000632412	Tina Dunyon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000632444	Jocelyn Huish	None	None	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000632536	Crecia Baker	Application	Password	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000632541	Colby Barton	Network	None	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000632549	Erin North	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000632550	Melauni Jensen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000632554	Estefana Gutierrez	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000632555	Rebecca Hatch	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000632574	Eric Bates	Network	None	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000632587	Helen Southworth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000632607	Kathy Randle	PC/Laptop	Error	None		TIR Missed: No	0.10
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.85
INC000000632613	Yvette Woodland	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000632614	Tom Olsen	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000632617	June Conn-Solomon	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01

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INC000000632619	Michael Dillingham	None	None	None		TIR Missed: No	0.79
	Metro B Desktop Support	Cindy Reed	Workforce Services	Low	Closed	TTR Missed: No	1.59
INC000000632630	Alison Beardall	Network	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000632657	Vanessa Washington	Network	Error	DWS Web		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000632665	David Bramble	Network	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000632669	Lesnie Foster	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000632674	Janice Bitsoie	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000632677	Gary Reid	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Workforce Services	Low	Closed	TTR Missed: No	5.08
INC000000632682	Jonathan R Fatz	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000632695	Alicia Rodgers	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.13
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.49
INC000000632726	Kathryn Levi	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000632731	Rebecca Sangberg	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.45
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000632749	Lillie Coleman	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000632754	Sherrie Reed	Telecom	None	None		TIR Missed: No	0.28
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000632784	Dalia Bruce	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000632788	Katie Lee	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000632843	Jason Miller	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000632846	Kris Springer	Telecom	Voice Mail	Telephone		TIR Missed: No	0.30
	Voice Operations	James Gifford	Workforce Services	Low	Closed	TTR Missed: No	0.30

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INC000000632892	Jake Huntsman	Network	None	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.62
INC000000632900	Debbie Torres	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.16
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000632905	Rachelle Brown	Network	Error	None		TIR Missed: No	0.13
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000632920	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Help Desk	None	Workforce Services	Low	Closed	TTR Missed: No	1.57
INC000000632932	Edina Cesko-Wilson	None	None	None		TIR Missed: Yes	3.18
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	3.45
INC000000632946	Sharrie Mora	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000632964	Shallen Kimber	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000632966	CindaLee Hall	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000632982	Edith Te'o	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000633001	Aly Scovil	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000633005	Joseph Knudson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633013	Phay Panh	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633027	Sanobi Johnson	Application	Error	Gmail		TIR Missed: No	0.43
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000633068	Steven Fox	None	None	Gmail		TIR Missed: No	0.22
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000633072	Randilee Pepper	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.20
INC000000633100	Ryan Burton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633105	Doris Robinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000633124	Iris Sutton	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000633134	Mitch Romo	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000633139	Brian Young	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000633140	Amber Hadley	None	None	None		TIR Missed: No	0.40
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000633142	James Stavros	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000633144	Verlin Christensen	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000633149	Dixie Weeks	Application	Reporting	Utah Master Directory		TIR Missed: No	0.22
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	1.83
INC000000633152	Ashley Tolman	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000633163	Rachael Stewart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000633175	James Emery	Network	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633176	Amy Rindlisbacher	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000633206	Leslie Shortt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633262	Connie Perry	Application	Password	Utah Master Directory		TIR Missed: No	0.43
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000633263	Connie Perry	Application	Password	Utah Master Directory		TIR Missed: No	0.42
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000633264	Connie Perry	Application	Password	Utah Master Directory		TIR Missed: No	0.40
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.66
INC000000633295	John Bowers	Application	None	Utah Works		TIR Missed: No	0.01
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000633298	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000633299	Debbi Class	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633326	Shelley Esplin	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633332	Matthew Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633358	Judy Ward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633363	Doris Robinson	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633378	Michael Dillingham	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633382	Galina Greer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633401	Brenda Johnson	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Closed	TTR Missed: Yes	6.05
INC000000633411	Galina Greer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633423	Leslie Haycock	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633429	Andrea Henderson	None	None	Gmail		TIR Missed: No	0.13
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000633447	Tammy M Cole	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Sine	Workforce Services	Low	Closed	TTR Missed: No	0.50
INC000000633450	Rebecca Banner	Network	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.72
INC000000633456	Cindy Adams	Telecom	Call Management	Telephone		TIR Missed: No	0.22
	Voice Operations	James Gifford	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000633459	Brittany Jones	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000633467	Kayleen Hansen	None	None	None		TIR Missed: No	0.18
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000633469	Deborah Hamlett	None	None	None		TIR Missed: No	0.22
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.22

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INC000000633482	Christopher Myers Rural South Desktop Support	Application Silas Aitchison	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.46
INC000000633484	Joel Finch Metro A Desktop Support	None Eric A Sedgwick	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000633497	Chris Loizos Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000633498	Kristine Larson Rural South Desktop Support	Network Doug Thornton	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.15 0.15
INC000000633500	Richard Donegan Metro A Help Desk	Network Edward Fortner	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633522	Lora Braden Metro B Desktop Support	Application Austin Farey	Error Workforce Services	Avaya CentreVu Supervisor Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.70
INC000000633559	Rachel Gehring Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633562	Carol Conti Application Support - UWORKS	Application Shane Otvos	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.75 0.83
INC000000633565	Lora Rees Metro A Desktop Support	Print/Copy/Scan/Fax Adam Staks	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.13 1.33
INC000000633566	Tracy Lindquist Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.39
INC000000633575	Rachael Lancaster Help Desk	None Brenda Treadway	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633604	Yalonda House Metro A Desktop Support	PC/Laptop Michael Barth	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.17 0.31
INC000000633613	Forest Turner Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.67
INC000000633634	Sharon Lowe Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633639	Joseph Demma Metro A Desktop Support	None James Kammeyer	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.04
INC000000633640	Aliitasi Saumani Metro B Desktop Support	Application Kraig Ellis	Error Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.92
INC000000633654	Rebecca Banner Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000633657	Rebecca Banner Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633692	Doug Larsen Application Services	Application Danielle Hood	Error Workforce Services	Gmail Low	Closed	TIR Missed: Yes TTR Missed: No	2.21 2.29
INC000000633694	Toni Sierra Help Desk	Application Vicky Marrelli	Error Workforce Services	Gmail Low	Closed	TIR Missed: Yes TTR Missed: Yes	2.28 6.69
INC000000633697	Janene Pearce Rural North Desktop Support	None Dane Smith	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633734	Lonna G Wight Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.04 0.04
INC000000633742	Melissa Atkin Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.54
INC000000633745	Lisa D Dowling Rural North Desktop Support	None Neil Smedley	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.23 1.23
INC000000633760	Carrie Peterson Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633762	Carrie Peterson Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633771	Darren Rogers Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633783	Marilu Uribe Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.09
INC000000633797	Colby Barton Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000633819	Susan Munk Application Support - MyCase	None Ilya Oyzerskiy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.15 0.15
INC000000633829	Jackie Dalton Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000633845	Merrill Black Application Support - MyCase	None Ilya Oyzerskiy	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	2.81 2.81
INC000000633854	Mark Knold Metro A Desktop Support	PC/Laptop Michael Barth	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000633859	Deeann Marroquin Rural South Desktop Support	Application Silas Aitchison	Password Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.11 1.02

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INC000000633865	Bill Goodwin	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000633881	Christina Gale	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Closed	TTR Missed: Yes	6.10
INC000000633967	Jill Black	None	None	None		TIR Missed: No	0.12
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000634006	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634010	Fred Fonseca	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634013	Ledia Kita	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634040	Jeremy Sheikh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634047	Jody McMillan	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	2.51
INC000000634058	Deborah Servis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634061	Randilee Pepper	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634068	Cristy Fielding	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634071	Mike Cook	Application	Error	Google Chrome		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634073	Angela Kirsling	Application	Password	Utah Master Directory		TIR Missed: No	0.03
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000634080	William Dupaix	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000634084	Jenine Wood	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000634090	Jenine Wood	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000634098	Vicki Giesler	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.54

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INC000000634105	Lauri Flores	Application	None	DWS Web		TIR Missed: No	0.00
	Application Support - Web Dev	Sudha Rajamani	Workforce Services	Low	Closed	TTR Missed: No	3.53
INC000000634117	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634121	Rowena York	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000634133	Zenaida Martinez	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000634141	Janet Jolley	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000634155	Anna Larson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634171	Pamela McIntyre	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000634184	Sandy L Jensen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000634189	Marjorie Barker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000634198	Gary Reid	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.09
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000634200	Deann Cardon	Application	Password	Utah Master Directory		TIR Missed: No	0.21
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000634203	Nan Powell	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000634205	Heidi Lemon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000634211	Lela King	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634213	Sandra Diaz	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.75
INC000000634220	Kathleen Haile	Application	Error	Gmail		TIR Missed: Yes	4.13
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: Yes	32.32
INC000000634224	Reese Cooper	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.08

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INC000000634230	Jacki Andrew	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634244	Galina Greer	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.78
INC000000634251	Kristine Larson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000634255	Mark Erickson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000634263	Brian Richards	None	None	None		TIR Missed: No	0.54
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.54
INC000000634275	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634277	Jared Fowers	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634280	Lori Calvert	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634283	Kathleen Haile	Application	Error	Gmail		TIR Missed: Yes	1.84
	Application Services	Danielle Hood	Workforce Services	Low	Closed	TTR Missed: No	1.84
INC000000634294	Carl Downing	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000634296	Wayne Fillmore	Application	Password	Utah Master Directory		TIR Missed: No	0.11
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000634304	Molly Morehouse	None	None	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000634361	Melanie Kennedy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634375	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634381	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634384	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634386	Shonie Barker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000634389	Lawnie Rasmussen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000634394	Amira Mijic	None	None	None		TIR Missed: No	0.88
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.05
INC000000634397	Marles Oldroyd	None	None	None		TIR Missed: No	0.35
	Application Support - Web Dev	Sudha Rajamani	Workforce Services	Low	Closed	TTR Missed: No	4.49
INC000000634401	Jeremy Rich	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.05
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	1.89
INC000000634419	Stacie Tonks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000634420	Rachael Stewart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634423	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634431	Patricia Rose	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634434	James Mitchell	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000634439	David Busk	None	None	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634443	Sonja Sheffer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000634449	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634460	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000634468	Jacki Andrew	Application	Password	Utah Master Directory		TIR Missed: No	0.22
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000634473	Larry Sparks	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634477	Milenna Russell	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000634501	Clayton Taylor	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000634546	Kayl Smith	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634567	Sonia Ayala	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634585	Joan Norton	PC/Laptop	Hardware	None		TIR Missed: No	0.86
	Rural South Desktop Support	Cheri Oldham	Workforce Services	Low	Closed	TTR Missed: No	0.86
INC000000634590	Eric Faulkner	PC/Laptop	Error	None		TIR Missed: No	0.25
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000634591	Carrie Mayne	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000634616	Kimberly Karren	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634621	Tara Connolly	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000634642	Gachi Guet	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634649	Marc Wilson	Telecom	Call Management	Telephone		TIR Missed: No	0.30
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000634653	Jill Black	None	None	None		TIR Missed: No	0.40
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000634664	Maria Dupaix	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	1.63
INC000000634679	Cristy Fielding	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634736	Michelle Beebe	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634737	Joshua Hawkins	None	None	None		TIR Missed: No	0.03
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000634739	Michelle Beebe	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634741	Dorothy Williams	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634742	Dorothy Williams	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Sean Chadbourne	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000634753	Tracy Barrera	None	None	None		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634765	Judy Ward	None	None	Active Directory		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Closed	TTR Missed: No	0.91
INC000000634779	Lauri Wunderlich	None	None	None		TIR Missed: No	0.08
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000634785	Shawna Gelhard	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634801	Sandy LeBlanc	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000634802	Reyna Romero	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.64
INC000000634815	Nicholas Baker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000634825	Kristopher Dew	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.19
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.77
INC000000634829	Margie Mohler	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000634835	Anna Rodriguez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000634849	Sheryl Featherstone	Application	None	Google Chrome		TIR Missed: No	0.05
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000634850	Kaylee Ashdown	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000634851	Andrea Henderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000634864	Rowena York	Application	Password	Utah Master Directory		TIR Missed: No	0.05
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	1.33
INC000000634865	Rowena York	Application	Password	Utah Master Directory		TIR Missed: No	0.05
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.82
INC000000634882	Rebecca Williams	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000634887	Crystal Beck	None	None	Gmail		TIR Missed: No	0.03
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10

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INC000000634897	Kaylee Ashdown	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000634899	Kaylee Ashdown	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000634900	Heidi Lemon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	1.64
INC000000634903	Veronica Comandone	None	None	Gmail		TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000634905	Miguel Gonzalez	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000634935	Barbara Garcia	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Terry Forsgren	Workforce Services	Low	Closed	TTR Missed: No	2.69
INC000000634942	Mitch Romo	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000634953	Leslie Henderson	Application	Password	Utah Master Directory		TIR Missed: No	0.08
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Resolved	TTR Missed: No	1.21
INC000000634963	Sheryl Featherstone	Network	None	None		TIR Missed: No	0.09
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000634964	Sanobi Johnson	Application	Error	Visio		TIR Missed: No	0.27
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000635014	Jenine Wood	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000635027	Valentine Mukundente	Telecom	Voice Mail	None		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.50
INC000000635029	Scott Jensen	Telecom	None	None		TIR Missed: No	0.07
	Voice Operations	James Gifford	Workforce Services	Low	Closed	TTR Missed: No	2.51
INC000000635035	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635042	John Davenport	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635043	Happi Hansen	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000635050	June Conn-Solomon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000635056	Gaylene Pebley	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	1.15
INC000000635059	Jennifer Cunningham	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000635064	Shawna Werner	Application	None	None		TIR Missed: No	0.04
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.23
INC000000635074	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635077	Joan Price	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635080	Brenda Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	
INC000000635104	Janae Parker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635114	Molly Morehouse	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635119	Clarence McBride	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000635127	Margie Mohler	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000635160	Anna Sargsian	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	3.92
INC000000635164	Ryan Budge	Application	Error	Gmail		TIR Missed: No	0.04
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000635166	Wendy Horne	Application	Error	Gmail		TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000635170	Lisa C Peterson	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.52
INC000000635181	Heather Loertscher	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635195	Dominika Hajnova	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.29
INC000000635204	Stephanie Harding	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	2.22

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INC000000635207	Matthew Larson	PC/Laptop	Performance	None		TIR Missed: No	0.07
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000635210	Nancy Galt	Telecom	IP	None		TIR Missed: No	0.24
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	2.31
INC000000635214	Katherine Thomas	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000635224	Andrea Henderson	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000635239	Linda Rothenberger	Network	Error	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635244	Lela King	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635247	Susan Munk	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635252	Dean Godfrey	None	None	None		TIR Missed: No	0.09
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000635296	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000635308	Barbara McElhinney	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	2.30
INC000000635326	Valerie Argyle	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000635333	Karen Thomas	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000635335	Kaylene Whicker	Application	Error	Microsoft Excel		TIR Missed: No	0.26
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000635355	Kathy Bounous	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635383	Art Fracchia	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635384	Teresa Swensen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635390	Christian Ulberg	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000635394	Neil Stevens	None	None	None		TIR Missed: No	0.61
	Application Support - CATS IV	Dawn Harris	Workforce Services	Low	Closed	TTR Missed: No	1.44
INC000000635397	Brenda Brown	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635398	Neil Stevens	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000635404	Debbie Sheldon	Telecom	None	None		TIR Missed: No	0.01
	Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000635405	Kim Raddon	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.49
INC000000635406	Joanne Nunes	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635417	Tami Huntington	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000635418	Christopher Myers	None	None	None		TIR Missed: No	0.00
	Application Support - CATS IV	Dawn Harris	Workforce Services	Low	Closed	TTR Missed: No	2.17
INC000000635421	Kathryn Neibert	None	None	None		TIR Missed: Yes	8.68
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: Yes	8.68
INC000000635422	Helen Hadad	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000635426	Lora Braden	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000635429	Lois Jones	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000635433	Ashley Ledbetter	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000635435	Melanie Merrill	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000635438	Sean Pickett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635442	Helen Hadad	PC/Laptop	None	None		TIR Missed: No	0.24
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.81
INC000000635443	Tina Rincon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.26

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INC000000635444	Stephanie Harding	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.36
INC000000635445	Helen Hadad	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000635450	Chris Gordon	None	None	None	TIR Missed: No	0.20
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	0.20
INC000000635458	David Chatterley	PC/Laptop	Hardware	None	TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.49
INC000000635462	Tina Rincon	Application	Error	Utah Works	TIR Missed: No	0.46
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	1.40
INC000000635479	Anna Rodriguez	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.13
INC000000635485	Becky Vaitaki	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	2.40
INC000000635486	Richard Maners	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.30
INC000000635494	Michael McCluskey	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000635499	Lesa Westfall	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000635514	Josh Mordecai	Application	Error	Gmail	TIR Missed: No	0.26
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.27
INC000000635520	Michael McCluskey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000635525	Debra Nordfelt	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.10
INC000000635561	Son Chau	Telecom	Voice Mail	Telephone	TIR Missed: No	0.11
	Voice Operations	James Gifford	Workforce Services	Low Closed	TTR Missed: No	0.19
INC000000635563	Amber Jackson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000635575	David Cote	Application	Error	Gmail	TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.01
INC000000635583	Eugenia Artamonova	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000635592	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000635597	Clint Church	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000635603	Nicole Kerwood	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000635629	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000635630	Maricela Flores	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000635656	Nayeli Stalling	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635657	Pattie Maw	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Application Support - APEX	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	0.75
INC000000635658	Janet Cole	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000635670	Teresa Banks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635672	Teresa Banks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635675	Dereje Shawl	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000635681	Nycole Tylka	None	None	None		TIR Missed: No	0.26
	Network Operations	Brian Chatwin	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000635685	Aliitasi Saumani	None	None	None		TIR Missed: Yes	6.38
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: Yes	6.38
INC000000635687	Maugasola Tua	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000635694	Kelley R Meredith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000635725	Jason Miller	Application	Error	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000635740	Jennifer Edwards	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000635744	Forest Turner	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635763	Rebecca Banner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635765	Jan Thompson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635766	Jan Thompson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635768	Jeremy Sheikh	Application	Password	Utah Master Directory		TIR Missed: No	0.20
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000635769	Verlin Christensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635770	Shelly Ivie	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635774	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635890	Sharon Peake	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635895	Catherine Rolling	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635905	Karen Quackenbush	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000635939	Tom Olsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000635946	Kathy Hart	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000635950	Sherri Kirk	None	None	None		TIR Missed: No	0.43
	Metro A Hosting	Timothy Gendorf	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000635956	Phuc Nguyen	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000635969	Ray Spray	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000635976	Robyn Thomas	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Hosting	Timothy Gendorf	Workforce Services	Low	Closed	TTR Missed: No	0.21

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INC000000635981	Darla Roberts	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.24
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.42
INC000000635982	Teresa Swensen	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.03
INC000000635984	Lynn Purdin	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000635986	Dallin Rempp	Application	Error	Gmail	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000635996	Mary Cavanaugh	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000635999	Lauri Flores	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.06
INC000000636000	Melanie Decker	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.09
INC000000636003	Hari Koirala	Application	None	Microsoft Office	TIR Missed: No	0.09
	Application Services	Bart Purser	Workforce Services	Low Closed	TTR Missed: Yes	9.39
INC000000636008	Karen Quackenbush	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000636014	Caroline Coats	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.04
INC000000636017	Leann Robinson	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.06
INC000000636021	Jill Black	None	None	None	TIR Missed: No	0.34
	Rural North Desktop Support	Dane Smith	Workforce Services	Low Resolved	TTR Missed: No	0.34
INC000000636024	Lynn Thomas	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.10
INC000000636045	Kelly Thornton	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000636054	Kelly Thornton	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000636058	Raymond Caldwell	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.92
INC000000636064	Michelle Hill	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.32

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INC000000636068	Veronica De Leon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636070	Michele Tuttle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000636073	Jennifer Orvin	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000636076	Neil Rollins	Print/Copy/Scan/Fax	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000636084	Tom Olsen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000636090	Michele Tuttle	None	None	None		TIR Missed: No	0.22
	Metro B Desktop Support	Mike Sine	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000636108	Amber Jackson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000636117	John Krantz	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000636133	Roberta Ivankovich	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636148	Michael Duckworth	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	2.23
INC000000636153	Eddie Richmond	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000636156	Tara Connolly	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000636158	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636159	Bradley Bowen	Telecom	None	None		TIR Missed: No	0.14
	Voice Operations	James Gifford	Workforce Services	Low	Closed	TTR Missed: No	3.01
INC000000636161	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636180	Heather Willden	Application	Error	Finance Data Warehouse		TIR Missed: No	0.11
	Application Support - DFI	Drew Penrod	Workforce Services	Low	Closed	TTR Missed: No	3.27
INC000000636212	Vivian Olson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02

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INC000000636214	Terresa L Graham	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000636216	Jill Black	None	None	None		TIR Missed: Yes	1.70
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	1.70
INC000000636221	Cesar Salazar	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636224	John Shrum	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Application Support - Content Manag	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000636225	Jill Mecham	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000636247	Shawna Werner	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000636248	Gerald Brown	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000636249	Jerry Pruitt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000636251	Kelly Green	None	None	None		TIR Missed: No	0.38
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000636261	Connie Dumas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636264	Shauna Havey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Closed	TTR Missed: No	0.69
INC000000636265	Amanda Bento	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636279	Joanie Alvarez	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000636308	Jennifer Cunningham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636309	Steven L Rasmussen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000636326	Patricia Oneil-Smith	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000636345	Deb Coffey	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.08

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INC000000636352	Jennifer Cunningham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636362	Edwinna Kaio	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000636367	Rebecca D Anderson	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.20
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000636377	Kaylee Ashdown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000636384	Rosie Bills	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000636387	Lisa Osborn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000636389	Annalee Hoffman	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636393	Connie Perry	Application	Password	Content Manager		TIR Missed: Yes	1.30
	Application Support - Content Manag	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	1.30
INC000000636397	Alyshia Jenkins	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000636406	Kari L Allen	Application	Error	Avaya IP Softphone		TIR Missed: No	0.04
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000636412	John Cone	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000636426	Cindy Arndt	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000636433	Jacquelyn Harris	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636437	Lauren Barker	None	None	None		TIR Missed: No	0.20
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000636456	Troy Evans	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636458	Rebecca Sangberg	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000636479	Jenine Wood	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.03

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INC000000636481	Brittney Hemingway Application Support - UWORKS	None Jeff Pryor	None Workforce Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	6.26 6.26
INC000000636483	Cindy Bertagnolli Application Support - Content Management	None Nate Olson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.12 0.12
INC000000636489	Shelley Esplin Rural South Desktop Support	Network Silas Aitchison	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 5.94
INC000000636504	Gerald Gappmayer Rural South Desktop Support	Application Dan Anthony	Error Workforce Services	Avaya CentreVu Supervisor Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.14
INC000000636509	Michael Fawks Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.04
INC000000636513	Ray Spray Voice Operations	Telecom Kelly Johnson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000636514	Tina Rincon Help Desk	Application Vicky Marrelli	Reporting Workforce Services	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000636516	Giselle Jackson Metro A Help Desk	Network Ed Conrad	None Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.84
INC000000636553	Jenine Wood Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000636555	Kaylee Ashdown Metro B Desktop Support	None Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000636604	Gillian Johns-young Voice Operations	Telecom Leon Owen	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000636635	Edwin Camacho Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.82 0.82
INC000000636636	Marlene Lindsey Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000636639	Stephen Manzione Voice Operations	Telecom Romanza Hamblin Sorensen	IP Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.44 1.01
INC000000636643	Kevin Shingleton Help Desk	Application Eileen Dubach	None Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000636649	Kathryn Murdock Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.37
INC000000636657	Elizabeth Bailey-Durst Metro A Help Desk	Application Liz Evans	Error Workforce Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.16

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INC000000636658	Tyler Massey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000636672	Sepa Taula	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000636686	Alexia Murphy	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000636696	Jenine Wood	None	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000636713	Maria Nak	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000636722	Nicola Stark	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	1.06
INC000000636730	Jolyn Bevan	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000636742	Alexia Murphy	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000636764	Allen Penrod	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	1.23
INC000000636788	Kyle Preston	None	None	None		TIR Missed: No	0.14
	Metro A Hosting	Tom Carney	Workforce Services	Medium	Closed	TTR Missed: No	0.29
INC000000636796	David Bramble	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000636798	Michael Dillingham	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Cody Flanders	Workforce Services	Low	Closed	TTR Missed: No	0.79
INC000000636808	Lisa Osborn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636812	Jimie Jones	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000636820	Donna Ferrozzo	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000636827	Kristan Hall	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro B Desktop Support	Cody Flanders	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000636832	Melissa Presley	None	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Mike Sine	Workforce Services	Low	Closed	TTR Missed: No	0.23

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INC000000636834	Michelle Beebe	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000636870	Tracia Sullivan	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000636902	Sharon Peake	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000636909	Rebecca Banner	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000636913	April Galinski	None	None	None		TIR Missed: No	0.00
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000636923	Jefferson McClellan	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636926	Sheryl Featherstone	Application	None	Internet Explorer		TIR Missed: No	0.05
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000636932	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000636944	Dennis Broad	Application	Password	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000636945	Kris Springer	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.55
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.80
INC000000636947	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000636950	Bryan Call	None	None	None		TIR Missed: No	0.92
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	2.39
INC000000636956	Lyndie Thornton	Telecom	None	None		TIR Missed: No	0.22
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	3.27
INC000000636969	Sarah Tolbert	None	None	None		TIR Missed: Yes	1.26
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	1.29
INC000000636985	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000636988	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000636989	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.16

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INC000000636994	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000636995	Becky Vaitaki	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000636999	Jean Fisher	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000637001	Marie Higgins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000637003	Peggy Hammer	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000637012	Thomas Wilson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637026	Thomas Wilson	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000637029	Marie Higgins	None	None	None		TIR Missed: No	0.20
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000637031	Marie Higgins	None	None	None		TIR Missed: No	0.24
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000637051	David Blackhurst	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000637053	Kari L Allen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637066	Julia Story	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000637070	Dawna Kranendonk	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000637076	Alexander Johnson	Telecom	None	None		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000637077	Solomon Scheidell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000637078	Lane London	Telecom	None	None		TIR Missed: No	0.27
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000637092	Nicola Stark	None	None	None		TIR Missed: No	0.89
	Application Support - CATS IV	Dawn Harris	Workforce Services	Low	Closed	TTR Missed: No	3.28

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INC000000637113	Michael Corbridge	PC/Laptop	Hardware	None		TIR Missed: No	0.25
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000637116	Heather Loertscher	Network	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	1.93
INC000000637123	Solomon Scheidell	None	None	None		TIR Missed: No	0.71
	Metro B Desktop Support	Cody Flanders	Workforce Services	Low	Closed	TTR Missed: No	0.71
INC000000637125	Clint Church	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000637133	Linda Hansen	Telecom	IP	None		TIR Missed: No	0.32
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.32
INC000000637139	Andrea Henderson	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000637172	Annalee Hoffman	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637175	Jan Thompson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637183	Kari L Allen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000637185	Jan Thompson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637190	Mary Jacobs	None	None	None		TIR Missed: No	0.08
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000637196	Ronda Kelly	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637197	Ronda Kelly	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637198	Kim Auburger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637204	Kim Auburger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637205	Keith Frank	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	1.67
INC000000637212	Joseph Knudson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000637214	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637230	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637233	Giselle Jackson	None	None	None		TIR Missed: No	0.77
	Metro A Hosting	Thomas P Jones	Workforce Services	Low	Closed	TTR Missed: No	0.77
INC000000637239	Mary Zorn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000637243	Timothy Chamberlain	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637251	Lauri Flores	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637256	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.54
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000637267	Dennis Broad	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000637271	Carrie Peterson	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637273	Janet Jolley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000637278	Zenaida Martinez	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000637282	Devin Hill	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637285	Gordon Snow	Network	Password	Citrix ICA Client		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637287	Veronica Wian	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637291	Sisifo Taatiti	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637300	Teresa Fulton	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637314	Timothy Holm	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000637337	Jon Romero	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637379	Sheryl Featherstone	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637382	Illeen Beck	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637393	Brent Fife	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Sine	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637396	Robert Birkinshaw	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637409	Cathy Swain	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637414	Kayl Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637418	Kasandra Asay	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637419	Brenda Jones	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637421	Deborah Graber	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000637430	Robert Birkinshaw	Application	Password	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637440	Jaynee Kimber	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637445	Ying Huynh	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637447	Kirk Olson	PC/Laptop	Performance	None		TIR Missed: No	0.10
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000637463	Norene Webster	Application	None	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000637466	Dave Laycock	None	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000637500	Allyn Klingonsmith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09

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INC000000637536	Emmalee Hunt	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637541	Sepa Taula	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000637545	Bill Montague	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000637561	Vivian Brown	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000637562	Edina Cesko-Wilson	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637572	Joshua Reeves	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	0.78
INC000000637573	Vivian Brown	None	None	None	TIR Missed: Yes	1.03
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	1.03
INC000000637592	Giselle Jackson	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637609	Kevin Burt	None	None	None	TIR Missed: No	0.11
Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000637610	Kristan Hall	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637613	Sameera Iqbal	Telecom	None	None	TIR Missed: No	0.13
Voice Operations	Leon Owen	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000637622	Marlene Seedall	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637683	Alyshia Jenkins	Network	Error	Citrix ICA Client	TIR Missed: No	0.00
Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000637691	Dawna Kranendonk	Application	Error	Gmail	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000637710	Mark Nicoll	Application	Password	Utah Master Directory	TIR Missed: No	0.05
Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000637711	Forest Turner	Application	Password	PGP	TIR Missed: No	0.00
Rural South Desktop Support	Julie Christensen	Workforce Services	Low	Closed	TTR Missed: No	0.62
INC000000637718	Gloria Bock	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000637722	Tiffany Hagen	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000637729	Mitch Romo	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000637750	Faye Hubbard	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000637755	Jill Black	None	None	None		TIR Missed: No	0.12
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000637758	Giselle Jackson	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637764	Kathy Deets	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637767	Tori Henson	None	None	None		TIR Missed: No	0.14
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000637777	Lant Olsen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000637782	Jolie Bevers	Telecom	Voice Mail	Telephone		TIR Missed: No	0.15
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000637785	Jason Tolbert	None	None	None		TIR Missed: No	0.31
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	4.19
INC000000637791	Barbara Bloomfield	PC/Laptop	Performance	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000637793	Lisa Osborn	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637796	Shallen Kimber	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637801	Melissa Presley	Network	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000637803	Vilma Flores	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637804	Giselle Jackson	None	None	None		TIR Missed: No	0.00
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: Yes	7.14
INC000000637807	Jefferson McClellan	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000637826	Kasandra Asay	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637830	Nancy K Butler	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000637840	De Ette Richards	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637856	Maugasola Tua	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000637862	Jenine Wood	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000637880	Sherrie Reed	None	None	None		TIR Missed: No	0.00
	Application Support - Thin Client	Janis Race-Bigelow	Workforce Services	Low	Resolved	TTR Missed: Yes	32.21
INC000000637916	Tasiaefe Mapu-Sandoval	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000637940	Rachael Lancaster	Telecom	Voice Mail	Telephone		TIR Missed: No	0.40
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000637944	Carol Conti	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	2.31
INC000000637965	Joyce Burningham	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000637975	Troy Evans	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000638000	Keith Frank	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000638015	Sarah Tolbert	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638026	Joyce Burningham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000638043	Robert Gilbert	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638069	Terrie Bouck	None	None	None		TIR Missed: Yes	3.44
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	3.44
INC000000638152	Vickie Olsen	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	4.07

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INC000000638157	Scott L Tanner	Network	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638162	Cynthia Bedore	None	None	None		TIR Missed: No	0.00
	Help Desk	None	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638165	Jana Kano	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638189	Zenaida Martinez	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	1.64
INC000000638206	Deborah Hamlett	None	None	None		TIR Missed: No	0.23
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000638221	Nicola Stark	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000638229	Dennis Broad	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000638241	Doris Robinson	PC/Laptop	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000638258	Jamar Lee	None	None	None		TIR Missed: Yes	3.04
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.14
INC000000638266	Amber Jackson	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Resolved	TTR Missed: No	0.62
INC000000638267	Randilee Spencer	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	3.52
INC000000638270	Cesar Salazar	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	5.95
INC000000638274	Connie Shearwood	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000638288	Gloria Bock	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638308	Steven Coray	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000638320	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638325	Stephen Nebeker	None	None	None		TIR Missed: Yes	2.17
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.23

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INC000000638326	Cassidy Carter	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638359	Edith Te'o	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000638368	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638378	Kim Raddon	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000638400	Sherilyn Olsen	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.68
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000638407	Jared Henricksen	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000638410	Bradley Carpenter	Network	Error	None		TIR Missed: No	0.09
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.89
INC000000638414	Ryan Betts	PC/Laptop	Error	Gmail		TIR Missed: No	0.15
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000638416	Jennifer Cunningham	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638418	Tiffany Cruz	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000638420	Fran Cannard	PC/Laptop	Performance	DWS Web		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000638440	Debbie Lyberger	Application	Reporting	BlackBerry Configuration		TIR Missed: No	0.04
	Application Services	Danielle Hood	Workforce Services	Low	Resolved	TTR Missed: Yes	20.40
INC000000638460	Wayne Fillmore	Mobile Devices	Error	Gmail		TIR Missed: No	0.08
	Help Desk	Sarah Johnson	Workforce Services	Low	Closed	TTR Missed: No	1.91
INC000000638462	Forest Turner	Application	None	Gmail		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638474	Mark Knold	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.46
INC000000638484	Paula Johns	None	None	None		TIR Missed: No	0.10
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	3.33
INC000000638490	Ler Wah	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06

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INC000000638492	Jeanne McGavin	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000638514	Colyn Kilmer	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.42
INC000000638515	Samantha Bowers	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000638518	Kerry Southworth	Application	Error	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: Yes	6.46
INC000000638521	Robert Birkinshaw	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000638538	Clint Church	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638539	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000638546	Glen Nickerson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.69
INC000000638549	Brittany Jones	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638560	William Greer	Application	None	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000638566	Lara Rudloff	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.18
INC000000638573	Barbara Bloomfield	PC/Laptop	Hardware	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000638582	David Chatterley	Telecom	Dial Tone	Telephone		TIR Missed: No	0.38
	Voice/Data/WAN Services	Mike Johnson	Workforce Services	Low	Resolved	TTR Missed: No	1.12
INC000000638590	Kaylee Ashdown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000638596	Joanne Nunes	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	3.34
INC000000638597	Charles Owens	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	3.32
INC000000638598	Alexis Rodriguez	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	3.31

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INC000000638601	Judianne Collins	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000638604	Lora Rees	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638611	Lora Rees	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Jake Vandenberghe	Workforce Services	Low	Closed	TTR Missed: No	1.47
INC000000638643	Judy Mattinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638660	Lori Montague	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	2.39
INC000000638669	Katie Ricord	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000638671	Lloyd Pendleton	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638672	Mary Ann Keefer	Application	None	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000638706	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638710	Elijah Lanza	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000638712	Bradley Bowen	PC/Laptop	Hardware	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000638720	EasterSeals EasterSeals	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000638735	Vicki Fenton	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	1.20
INC000000638744	Carol Conti	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638747	Vicki Fenton	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	1.54
INC000000638750	Darl Valdez	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000638766	James Stavros	PC/Laptop	Performance	None		TIR Missed: No	0.39
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.43

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INC000000638858	Vivian Olson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000638866	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000638874	Kathy Randle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000638880	Carrie Tenifa	None	None	None		TIR Missed: No	0.00
	Network Operations	Jared Elzinga	Workforce Services	Low	Resolved	TTR Missed: No	1.55
INC000000638881	Josh Mordecai	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000638889	Melauni Jensen	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000638891	Araueni Olivares	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000638896	Kristine Larson	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000638903	Sanobi Johnson	None	None	None		TIR Missed: No	0.30
	Application Support	Michael Brown	Workforce Services	Low	Resolved	TTR Missed: Yes	30.32
INC000000638904	Sanobi Johnson	Application	None	Gmail		TIR Missed: No	0.77
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	4.44
INC000000638907	Lane London	None	None	None		TIR Missed: No	0.31
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	0.42
INC000000638908	Jill Black	None	None	None		TIR Missed: No	0.33
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.33
INC000000638910	Gaylene Pebley	None	None	None		TIR Missed: No	0.46
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000638913	Christine Mayne	Network	Password	None		TIR Missed: No	0.40
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	0.40
INC000000638915	Janet Cole	Network	None	None		TIR Missed: No	0.72
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	0.72
INC000000638926	Bradley Salmond	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000638932	Diane Lovell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.20

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INC000000638938	Matthew Christiansen	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000638942	Anthony Smith	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000638945	Darren Rogers	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000638955	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000638987	Rebecca Smith	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	0.34
INC000000638994	Connie Dumas	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000639002	Carmen Bowles	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.53
INC000000639032	Greg Kuhlman	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Application Services	Terry Forsgren	Workforce Services	Low	Resolved	TTR Missed: No	0.55
INC000000639049	Glenna Matekel	None	None	None		TIR Missed: No	0.30
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000639051	Mitch Romo	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639102	Robin Herrera	Telecom	Feature	Telephone		TIR Missed: No	0.63
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.64
INC000000639105	Tamra Tyler	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639109	David Horton	Telecom	Voice Mail	Telephone		TIR Missed: No	0.22
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000639112	Sokhan York	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639132	Phay Panh	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000639141	Jennifer Reynolds	None	None	None		TIR Missed: Yes	1.23
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	1.23
INC000000639143	Rebecca Smith	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000639144	Julie Lay	PC/Laptop	None	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	1.07
INC000000639145	Brent Newren	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639161	Natalie Knudson	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000639163	Mike Glenn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000639170	Helen Hadad	None	None	None		TIR Missed: No	0.61
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.61
INC000000639183	Julie Lay	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000639224	Kenny Hicken	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639225	Wendy Horne	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639231	Georgina Bresnan	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639316	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000639347	Abrial Marroquin	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639417	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639420	Kathryn Paget	None	None	None		TIR Missed: No	0.00
	Network Operations	Chris Green	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639423	Sandra Evans	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639426	Eric Martinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639427	Ashley Davis	Network	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639435	Jeff Webster	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000639464	Rachel Gleason	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000639512	Christine Mayne	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.59
INC000000639521	Carilee B Wilson	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.14
	Rural North Desktop Support	Don Higgs	Workforce Services	Low Closed	TTR Missed: No	0.14
INC000000639524	Rachel Gehring	None	None	None	TIR Missed: No	0.41
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.41
INC000000639536	Johnny Bedore III	Application	Password	Utah Master Directory	TIR Missed: No	0.46
	Help Desk	Brenda Treadway	Workforce Services	Low Resolved	TTR Missed: No	0.46
INC000000639539	Yvette Woodland	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	
INC000000639540	Marion Davis	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Resolved	TTR Missed: No	0.10
INC000000639543	Norman Nakamura	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.04
INC000000639549	Jackie Dalton	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.06
	Metro B Desktop Support	Cindy Reed	Workforce Services	Low Resolved	TTR Missed: No	0.20
INC000000639552	Carol Thornhill	PC/Laptop	Error	None	TIR Missed: No	0.21
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.21
INC000000639558	Yvette Henderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.18
INC000000639562	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000639575	Jean Sykes	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Resolved	TTR Missed: No	0.12
INC000000639578	Kent Njord	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro B Desktop Support	Kraig Ellis	Workforce Services	Low Resolved	TTR Missed: No	1.95
INC000000639581	Johnny Bedore III	None	None	None	TIR Missed: No	0.03
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.18
INC000000639585	Rebecca Ntshalintshali	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	1.01
INC000000639594	Mike Miller	Application	Error	PGP	TIR Missed: No	0.24
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Resolved	TTR Missed: No	0.24

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INC000000639606	Jean Sykes	Application	Password	Utah Master Directory	TIR Missed: No	0.20
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000639611	Deborah Servis	PC/Laptop	None	None	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000639613	Jerry Norton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000639625	Caroline Harmon	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000639630	Richard Bischoff	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000639650	Kyle Preston	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000639657	Gail Reidling	Telecom	None	None	TIR Missed: No	0.27
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.27
INC000000639677	Patrea Faulkner	Application	None	eFIND/eSHARE	TIR Missed: No	0.08
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000639718	Rebecca Ntshalintshali	PC/Laptop	None	None	TIR Missed: No	0.00
Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.83
INC000000639721	Michael Hanley	None	None	None	TIR Missed: No	0.02
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000639735	Gerald Brown	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000639745	Steven Opager	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639749	Victor Angeles	PC/Laptop	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	0.86
INC000000639757	Jenine Wood	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000639778	Matthew Goodman	Application	None	Novell eDirectory	TIR Missed: Yes	1.31
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.33
INC000000639820	Tonia Jones	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639825	Jeff Shockley	None	None	State Payroll Time Entry System	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.88

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INC000000639828	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639833	Julie Lay	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000639837	Stacy Neal	Application	Reporting	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000639849	Jim Holman	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000639858	Hsa Kpaw	Application	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000639862	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000639871	Amy Rindlisbacher	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000639876	Gregory Bates	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000639888	Steven Opager	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000639890	Melinda Hawker	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	1.39
INC000000639898	Abel Macias	Network	Error	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.36
INC000000639906	Lynn Thomas	None	None	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000639945	Lauri Flores	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000639948	Casey Erickson	Application	Error	Gmail		TIR Missed: No	0.08
	Application Services	Dustin Crump	Workforce Services	High	Resolved	TTR Missed: Yes	18.96
INC000000639956	Jamie Escobia	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000639969	Jerry Norton	Application	Password	Utah Master Directory		TIR Missed: No	0.15
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000639970	Tracia Sullivan	None	None	None		TIR Missed: No	0.15
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	1.38

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INC000000639979	Eric Faulkner	None	None	None		TIR Missed: No	0.31
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000639990	Deborah Servis	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640006	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640032	Lela King	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640042	Vivian Brown	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000640046	Phay Panh	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640058	Shane Young	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640066	Javier Hernandez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640091	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000640121	Randilee Spencer	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000640126	Patti Fryhling	Remote Connectivity	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640136	Hanh Nguyen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640201	Kathryn Paget	None	None	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640205	Peggy Shay	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640213	Leah Ly	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640220	Kim Auburger	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640227	Yvette Woodland	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000640242	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640243	Scott Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640262	Cathy Maynard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640266	Michael Duckworth	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000640267	Deni Swanger	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.90
INC000000640270	Debbie Olsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640272	Cherice Bridges	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640273	Shallen Kimber	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000640279	Kathryn Paget	None	None	None		TIR Missed: No	0.14
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000640287	Elizabeth Fitzpatrick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000640304	Son Chau	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000640359	Karen Ellsworth	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000640389	LeeAnn Glass	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000640395	Dana Knold	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000640397	Dallen Adams	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.37
INC000000640400	Peggy Shay	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000640404	Jason Allcott	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.14

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INC000000640421	Julie Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000640449	Jennifer Herbert	PC/Laptop	None	None	TIR Missed: No	0.67
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	1.60
INC000000640504	Tony Granados	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000640509	Leyla Escobar	Application	None	Content Manager	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	2.47
INC000000640521	Mike Miller	Application	Error	Microsoft Office	TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Resolved	TTR Missed: No	1.30
INC000000640533	Jerry Norton	Application	Error	DWS Web	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.10
INC000000640561	Karen Ojeda	None	None	None	TIR Missed: No	0.08
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Resolved	TTR Missed: No	0.08
INC000000640581	Zachary Whitwell	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.14
INC000000640607	Samantha Bowers	None	None	None	TIR Missed: No	0.06
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Resolved	TTR Missed: No	0.11
INC000000640618	Jill Black	None	None	None	TIR Missed: Yes	1.14
	Rural North Desktop Support	Dane Smith	Workforce Services	Low Resolved	TTR Missed: No	1.14
INC000000640643	David Chatterley	Application	None	DWS Web	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.23
INC000000640644	Ashley Baker	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	0.20
INC000000640650	Phillip Redlinger	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000640669	Gary Newren	None	None	None	TIR Missed: Yes	3.10
	Application Services	Dustin Crump	Workforce Services	Low Resolved	TTR Missed: Yes	20.48
INC000000640690	Chris Kamens	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.16
INC000000640694	Jennifer Herbert	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.23
INC000000640696	Nancy Galt	Telecom	Feature	Telephone	TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low Resolved	TTR Missed: No	1.29

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INC000000640697	Joanne Nunes	Application	None	Utah Electronic Resource and E	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640700	Sandy L Jensen	Application	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640702	Marcia J Lea	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640704	Lincoln Hansen	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640717	Dave Brown	Application	None	None	TIR Missed: No	0.07
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640733	Gregory Bates	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640739	Gloria Priday	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640745	Heather Sawley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640747	Mike Thomason	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640750	Gregory Bates	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640761	Giselle Jackson	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640763	Patti Fryhling	Telecom	Call/Receive	Telephone	TIR Missed: No	0.07
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640775	Paula Lange	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640798	Matthew Larsen	Network	Error	Internet Explorer	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640799	Worthy Glover Jr	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640810	Tony Granados	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No
INC000000640872	Jennifer Buonocore	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No

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INC000000640879	Cathy Swain	Application	Password	Active Directory	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000640889	Gary Waters	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000640899	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000640901	Darci Burnett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000640903	Brenda Brown	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000640905	Judy Kearns	Application	Password	Utah Master Directory	TIR Missed: No	0.23
	Help Desk	Eileen Dubach	Workforce Services	Low Resolved	TTR Missed: No	0.93
INC000000640906	Piper Leon	Application	Password	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	1.77
INC000000640919	Judy Kearns	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000640924	Jennifer Herbert	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000640928	Kendra Owens	Network	Error	Active Directory	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low Resolved	TTR Missed: No	0.48
INC000000640929	Iris Sutton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000640941	Donna Ferrozzo	None	None	None	TIR Missed: No	0.00
	Application Services	Danielle Hood	Workforce Services	Low Resolved	TTR Missed: Yes	8.35
INC000000640943	Edith Te'o	Application	Password	Gmail	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000640948	James Stavros	PC/Laptop	Performance	None	TIR Missed: No	0.80
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Resolved	TTR Missed: No	5.08
INC000000640988	Jackie Nielson	Application	Error	DWS Capture	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000640995	Loggins Merrill	None	None	None	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Resolved	TTR Missed: No	4.76
INC000000641003	Andrea Cervantes-Camerc	Network	Password	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Workforce Services	Low Resolved	TTR Missed: No	5.81

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INC000000641008	Leslie Judd	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.44
INC000000641013	Lane Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641020	Kendra Owens	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641062	Tricia Mecham	None	None	None		TIR Missed: No	0.16
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000641063	Tracia Sullivan	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000641067	Elizabeth Shelton	Application	Reporting	Gmail		TIR Missed: No	0.07
	Application Services	Danielle Hood	Workforce Services	Low	Resolved	TTR Missed: Yes	18.27
INC000000641070	Monty Peart	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	3.65
INC000000641119	Lynn Purdin	Application	Password	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000641128	Marion Eckersley	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000641129	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.89
INC000000641130	Dawna Kranendonk	None	None	None		TIR Missed: No	0.71
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	0.90
INC000000641132	Grant Johnson	Network	None	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000641153	Yvette Woodland	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.85
INC000000641154	Penney Chipp	Application	Error	eFIND/eSHARE		TIR Missed: No	0.71
	Application Support - EFIND	Anhkim Le	Workforce Services	Medium	Resolved	TTR Missed: No	0.71
INC000000641159	Nicole Wily	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000641163	Gary Williams	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000641172	John Cone	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	

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INC000000641173	Merrill Black	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000641180	Brodie Panter	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000641184	Joe Salazar	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000641187	Neil Rollins	Application	None	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000641188	Kalani Huber	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000641189	Seth Balls	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000641190	Gloria Priday	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000641191	Rosie Bills	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000641198	William Greer	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000641205	Leigh Page	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000641227	James McCoy	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.36
INC000000641240	Worthy Glover Jr	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641262	Angela Kirsling	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000641279	Nancy Nordlund	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641297	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000641306	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641346	Kristen Floyd	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.76

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INC000000641358	Julie Anderson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.63
INC000000641359	Ayelen Butler	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000641373	Lela King	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641379	Donna Ferrozzo	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000641396	Charles Amonett	None	None	None		TIR Missed: No	0.19
	Metro A Desktop Support	Diane Pfeifer	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000641406	Kristine Larson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641409	Clint Gray	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000641417	Robb Smith	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000641430	Debbie Sheldon	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.45
INC000000641431	Rod Jensen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641436	Isaac Collard	None	None	None		TIR Missed: No	0.48
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.48
INC000000641438	Clint Gray	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641439	Jill Black	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000641443	Melissa Daymont	Application	Reporting	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000641447	Melissa Daymont	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000641450	Stacy Neal	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000641478	Darren Sheffer	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000641482	Forest Turner	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641484	Helen Sawyer	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641487	Lela King	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641520	Shirley Hilton	Application	None	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641521	Jennifer Cunningham	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000641523	Vanessa Washington	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000641528	Helen Hanson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641532	Brent Fife	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Sine	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641533	Lynn Purdin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641535	Rick Little	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000641540	Dallen Adams	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641542	Joan Price	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641543	Chris Williams	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641549	Eden Johnson	PC/Laptop	None	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.32
INC000000641556	Jennifer Meyer-Smart	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641559	Shannon Anderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000641562	Andrea Henderson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.33

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INC000000641566	Edna Sanchez	Application	Password	Gmail		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000641573	Steven Opager	Application	None	ZENworks for Desktops		TIR Missed: No	0.22
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.57	
INC000000641575	Fred Fonseca	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.17	
INC000000641581	Marie Higgins	None	None	None		TIR Missed: No	0.08
Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.09	
INC000000641583	Janet Cole	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.40	
INC000000641584	Troy Evans	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.21	
INC000000641597	Marcie Bell	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.09	
INC000000641611	Marcel Larsen Jones	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.33	
INC000000641616	Brian Aston	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000641634	Angela Madsen	None	None	None		TIR Missed: No	0.22
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.22	
INC000000641658	Veronica De Leon	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.43	
INC000000641666	Happi Hansen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000641681	Jenine Wood	None	None	None		TIR Missed: No	0.01
Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.14	
INC000000641691	Amber Hadley	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000641700	Amber Hadley	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000641702	Amber Hadley	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000641704	Rebecca Sangberg	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00	

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INC000000641736	Kevin O Olsen	Server	Error	None		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Resolved	TTR Missed: No	1.12
INC000000641747	Rebecca Sangberg	Telecom	None	None		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000641758	Eric Martinson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000641765	Gail Boyd	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Eric A Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000641775	Cassandra Pickle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641777	Yvette Henderson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000641786	Connie Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000641803	Nathan Dopp	None	None	None		TIR Missed: Yes	1.22
	Application Support - Data Wareh	Shana Woodall	Workforce Services	Low	Resolved	TTR Missed: No	3.88
INC000000641804	Clint Church	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.04
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000641817	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.13
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000641827	Judy Mattinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000641850	Shelley Esplin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641852	Sherry Bird	Telecom	Call/Receive	Telephone		TIR Missed: No	0.10
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.94
INC000000641864	Kathy Guymon	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641886	Pat Palmieri	Application	None	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kelly Warren	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000641902	Robert Gilbert	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000641903	Stephen Nebeker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000641912	Sherry Bird	Application	Error	Gmail		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000641915	Wendy Horne	Application	Password	Active Directory		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000641920	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000641925	Shelley Esplin	None	None	None		TIR Missed: No	0.00
Rural South Desktop Support	Silas Aitchison	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000641940	Peggy Hammer	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.19	
INC000000641999	Katherine Abel	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000642044	Liz Lobato	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000642045	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000642089	Natalie Knudson	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000642119	Katherine Smith	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000642131	Valerie Argyle	None	None	None		TIR Missed: No	0.00
Network Operations	Chris Green	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000642136	Kathy Martinez	None	None	None		TIR Missed: No	0.00
Network Operations	Chris Green	Workforce Services	Low	Resolved	TTR Missed: No	0.17	
INC000000642141	Cassy Hahn	Mobile Devices	Error	Droid		TIR Missed: No	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	3.41	
INC000000642144	Dan Schuring	Application	Error	Gmail		TIR Missed: No	0.00
Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	0.00	
INC000000642154	Leigh Page	None	None	None		TIR Missed: Yes	3.66
Network Operations	Jared Elzinga	Workforce Services	Low	Resolved	TTR Missed: No	3.89	
INC000000642167	Barbara McElhinney	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.30	
INC000000642168	Wendy Edwards	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00	

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Workforce Services

INC000000642175	Michelle Bristol Metro A Help Desk	Network Edward Fortner	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000642177	Christina Lloyd Metro A Desktop Support	PC/Laptop Austin Schultz	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000642179	Michael W Hansen Metro B Desktop Support	PC/Laptop Jay Locker	Performance Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.33
INC000000642184	Grant Johnson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000642189	Samantha Bowers Metro A Desktop Support	Application Robert Wall	Error Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.78
INC000000642195	Michelle W Christensen Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.23
INC000000642196	Malida Stram Metro A Help Desk	Network Edward Fortner	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000642199	Lloyd Pendleton Help Desk	Application Brenda Treadway	None Workforce Services	Gmail Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000642214	Cathy Iriart Metro A Help Desk	Application Ed Conrad	Error Workforce Services	ZENworks for Desktops Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.06
INC000000642220	Gary Kennison Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.14
INC000000642225	Estefana Gutierrez Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.08
INC000000642229	Carol Goode Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.07
INC000000642235	Lois Jones Metro A Hosting	Server Timothy Gendorf	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.84 0.94
INC000000642238	Kate Besendorfer Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.12
INC000000642253	Jonathan Simmons Voice Operations	Telecom Romanza Hamblin Sorensen	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.09 0.50
INC000000642255	Cathy Paiz Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.10
INC000000642260	Connie Smith Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.22

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Workforce Services

INC000000642263	Kate Besendorfer	Application	Password	Utah Master Directory	TIR Missed: No	0.12
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000642281	Leigh Page	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642282	Taylee Foulger	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000642283	Connie I Fowler	Application	Password	Kofax ImageControls	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000642297	Heather Sawley	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000642306	Zachary Whitwell	Telecom	None	None	TIR Missed: No	0.27
Voice/Data/WAN Services	T Artis	Workforce Services	High	Resolved	TTR Missed: No	0.27
INC000000642315	Susana Acero	None	None	None	TIR Missed: No	0.40
Application Services	Bart Purser	Workforce Services	Low	Resolved	TTR Missed: No	0.42
INC000000642322	Ken Smith	Application	None	Gmail	TIR Missed: Yes	5.87
Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: No	5.92
INC000000642336	Robyn Thomas	PC/Laptop	Error	None	TIR Missed: No	0.09
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000642362	Rachel Gehring	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642371	JaNea Lund	None	None	None	TIR Missed: No	0.59
Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.59
INC000000642373	Sandra Black	None	None	None	TIR Missed: No	0.30
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000642374	Nancy Robison	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642385	Michelle W Christensen	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.27
INC000000642406	Dirk Dopp	Application	Error	Gmail	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000642411	Kathy Jensen	None	None	None	TIR Missed: No	0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642419	Tina Dunyon	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000642425	Susan Kolthoff	Application	None	Gmail		TIR Missed: No	0.31
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.78
INC000000642441	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.59
INC000000642442	Melanie M Hales	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000642448	Heather Sawley	None	None	None		TIR Missed: No	0.47
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.78
INC000000642481	Sarah Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000642490	Paul Ruth	Application	Reporting	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000642497	Tracia Sullivan	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000642502	Michael W Hansen	Application	Error	Content Manager		TIR Missed: No	0.30
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000642505	Rod Jensen	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642530	Dean Harrison	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642531	Blaine Cook	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000642534	Whitney Roberts	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642550	Gerald Gappmayer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642555	Sarah Tolbert	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642574	Kimberley Schmeling	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000642591	Linda Hansen	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	1.13
INC000000642596	Dana Martinez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.18

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INC000000642611	Deborah Servis	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642613	Elizabeth Shelton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	1.18
INC000000642624	Vanessa Washington	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.27
INC000000642628	Shelley Esplin	Network	Error	None		TIR Missed: No	0.99
	Rural South Desktop Support	Cheri Oldham	Workforce Services	Medium	Resolved	TTR Missed: No	1.16
INC000000642633	Michael Nixon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642646	Jill Black	None	None	None		TIR Missed: No	0.09
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000642653	Karen Hess	None	None	None		TIR Missed: No	0.01
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000642663	Jolie Jacobsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642697	Jeremy Knowlden	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642708	LaDawn Rivera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642724	Michelle Conley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.28
INC000000642729	Hanh Nguyen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642742	Hanh Nguyen	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000642749	Jody McMillan	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000642764	Todd Jorgensen	Server	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000642852	Kalani Huber	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642857	Paula Johns	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000642865	Jeremy Knowlden	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642874	Anna Leggett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642885	Moriah Stucki	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642892	Michael W Hansen	PC/Laptop	Hardware	Microsoft Windows XP Professio	TIR Missed: No	0.00
Metro B Desktop Support	Austin Farey	Workforce Services	Low	Resolved	TTR Missed: No	0.33
INC000000642894	Christina Lloyd	None	None	None	TIR Missed: No	0.13
Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000642897	Miguel Gonzalez	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000642905	Greg Kuhlman	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000642930	Jenny Barrow	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
Application Services	Terry Forsgren	Workforce Services	Low	Resolved	TTR Missed: No	0.81
INC000000642937	Fred Fonseca	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000642961	Dan Ripple	Application	Password	Utah Master Directory	TIR Missed: No	0.54
Help Desk	Eileen Dubach	Workforce Services	Low	Resolved	TTR Missed: No	0.54
INC000000642978	Fran Cannard	Telecom	IP	None	TIR Missed: No	0.10
Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.44
INC000000643029	Marge Rajski	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643034	Carol Hansen	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000643052	Debra Slotboom	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643061	Clyde D Hansen	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000643083	Matthew Goodman	PC/Laptop	Performance	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000643084	Clyde D Hansen	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.14
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	5.34

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INC000000643109	Sheryl Nisely	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.27
INC000000643131	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000643137	Andrea Henderson	None	None	None		TIR Missed: No	0.45
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.71
INC000000643164	Stephanie Harding	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.88
INC000000643177	Cliff Whatcott	PC/Laptop	Hardware	None		TIR Missed: Yes	2.15
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	2.15
INC000000643205	Randilee Spencer	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643217	Phuc Nguyen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643225	Toni Sierra	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000643229	Lynn Purdin	None	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000643231	Mary Gehman-Smith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000643232	Kuuipo Malungahu	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000643238	Ryan Betts	Application	None	Microsoft Excel		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	3.74
INC000000643239	Claudio Arancibia	None	None	None		TIR Missed: No	0.00
	Application Services	Danielle Hood	Workforce Services	Low	Resolved	TTR Missed: No	1.37
INC000000643248	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643253	Trish West	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000643260	Zenaida Martinez	None	None	None		TIR Missed: No	0.21
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000643263	Bradley Salmond	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000643266	Natalie Torosyan Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000643284	Fredrick Ntabwoba Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.09
INC000000643299	Cindy Adams Rural North Desktop Support	None Ruston McKay	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.37 3.07
INC000000643313	Katie Ricord Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000643343	Jeff Webster Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643345	Jeff Webster Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000643358	Galina Greer Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643360	James Stavros Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643365	Sheryl Featherstone Metro A Desktop Support	PC/Laptop Eric A Sedgwick	Password Workforce Services	PGP Low	Resolved	TIR Missed: No TTR Missed: No	0.19 0.36
INC000000643389	Mary Gehman-Smith Application Services	None Danielle Hood	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.87 1.13
INC000000643412	Stephanie Harding Metro A Help Desk	Application Ed Conrad	None Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.20
INC000000643422	Jill Black Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643425	Jill Black Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643428	Jill Black Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643437	Jenny Jones Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000643482	Kim Auburger Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643485	Kaylin Bang Rural Central Desktop Support	Application Paul Petersen	None Workforce Services	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	0.00 3.07

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INC000000643488	Kristy Callich	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000643489	Cindy Cutshall	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.28
INC000000643507	Stephanie Harding	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643515	Jenny Jones	None	None	None		TIR Missed: No	0.21
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000643537	Marie Higgins	None	None	None		TIR Missed: No	0.31
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000643542	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643543	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643550	Shallen Kimber	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643621	Laurel Morris	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000643639	Tyler Sorenson	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643652	Jan Hunt	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643662	Bill Featherstone	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: Yes	9.33
INC000000643665	Rebecca Weston	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643673	Estefana Gutierrez	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643677	Brenda Brown	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643682	Valerie Argyle	None	None	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Resolved	TTR Missed: No	0.59
INC000000643696	William Greer	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.06

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INC000000643703	Miguel Gonzalez	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000643708	Lidya Hardy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643718	Lori Hatch	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: Yes	6.14
INC000000643719	Wendy Horne	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: Yes	6.10
INC000000643722	Marina Hilton	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: Yes	6.05
INC000000643731	Gayle Baker	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000643739	Carolyn Parsons	Network	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.77
INC000000643741	Jacson Maughan	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000643743	Glenna Matekel	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000643746	Mitchell Kamens	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000643752	Deni Swanger	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643768	Terrie Bouck	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000643784	Happi Hansen	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000643795	Mary Nay	None	None	None		TIR Missed: Yes	8.04
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: Yes	8.04
INC000000643820	Thomas Paul	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000643837	Rhett Wilson	PC/Laptop	None	MicrosoftWindows Operating Sy		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.90
INC000000643839	JaNea Lund	None	None	None		TIR Missed: No	0.72
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	4.98

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INC000000643844	Kristine Larson Network Operations	None Jared Elzinga	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	0.23 8.21
INC000000643855	Carrie Peterson Rural North Desktop Support	Network Ruston McKay	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643861	Toni Sierra Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.01 0.01
INC000000643872	Laurel Morris Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Gmail Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000643881	Rick Little Metro A Help Desk	Application Ed Conrad	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000643889	Kasey Ramsey Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000643891	Heidi Lemon Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000643895	Anna Dart Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643899	Jared Chamberlain Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643900	Rachael Stewart Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643901	Rachael Stewart Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643902	Rachael Stewart Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643905	Brenda Duvall Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643907	Jeremy Knowlden Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643908	Jeremy Knowlden Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000643940	Ashley Baker Metro A Desktop Support	Application Tracy VanderVaart	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.37
INC000000643956	Jessica Staker Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000643965	Brent Newren	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	0.06
INC000000643966	Teresa Gonzales	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.37
INC000000643991	Julie Anderson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.06
INC000000644002	Brian Aston	Application	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Resolved	TTR Missed: No	0.10
INC000000644033	Shelley Esplin	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Silas Aitchison	Workforce Services	Low Resolved	TTR Missed: No	
INC000000644053	Galina Greer	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000644054	Andy Mathis	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	0.08
INC000000644061	Janene Pearce	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000644088	Jill Black	None	None	None	TIR Missed: No	0.10
	Rural North Desktop Support	Dane Smith	Workforce Services	Low Resolved	TTR Missed: No	0.10
INC000000644092	Kathleen Haile	Application	Password	Active Directory	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low Resolved	TTR Missed: No	2.77
INC000000644099	Stephen Nebeker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000644107	Ben Mortensen	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000644110	Eric Faulkner	None	None	None	TIR Missed: Yes	1.22
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	1.23
INC000000644132	Linda Rothenberger	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000644157	Lara Rudloff	Application	None	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	1.10
INC000000644159	Jessica Staker	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000644164	Janene Pearce	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.86

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INC000000644166	Sharla Anderson	Application	Error	Avaya IP Softphone	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000644191	Sandy LeBlanc	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.26
INC000000644217	Devin Shipp	None	None	None	TIR Missed: No	0.08
	Application Support - Content Mana	Nate Olson	Workforce Services	Low Resolved	TTR Missed: No	0.08
INC000000644218	Brenda Jensen	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000644222	Tony Granados	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.22
INC000000644228	Doris Robinson	Network	Password	Active Directory	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.22
INC000000644232	Courtney Marshall	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000644233	Tony Granados	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.08
INC000000644276	Brenda Jensen	Application	Error	None	TIR Missed: No	0.95
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.95
INC000000644281	Shelli Glines	Application	Error	Employee Gateway	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000644382	Susan Kirby	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	
INC000000644386	Michelle Phillips	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	
INC000000644389	Vickie Olsen	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	
INC000000644393	Celia Ferrell	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	
INC000000644395	Martin Palmer	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	
INC000000644402	Gabe Hooley	Application	Error	PGP	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000644413	Lanette Best	None	None	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	0.18

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INC000000644416	Paul Wright	None	None	None		TIR Missed: No	0.80
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Resolved	TTR Missed: No	1.16
INC000000644422	Cindy Cutshall	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.49
INC000000644438	Mandy McKinnon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000644448	Drew Maxfield	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.95
INC000000644458	Lauri Flores	Application	None	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000644463	Greg Kuhlman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000644466	Shannon Anderson	None	None	None		TIR Missed: No	0.30
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000644471	Patrice West	None	None	None		TIR Missed: No	0.24
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000644472	Irwin Purcell	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000644473	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644477	Jamar Lee	None	None	None		TIR Missed: No	0.00
	Help Desk	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000644489	Michael McCluskey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.97
INC000000644491	Mandy McKinnon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.73
INC000000644495	Darl Valdez	None	None	None		TIR Missed: No	0.12
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000644507	James Mitchell	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000644553	Janene Pearce	None	None	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000644580	Troy Evans	PC/Laptop	Hardware	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.06

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INC000000644585	Cindy Adams	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.44
INC000000644594	Jill Black	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	5.18
INC000000644595	Elias Wise	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.66
INC000000644620	Katie Lee	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000644626	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644628	Robert Chambers	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000644653	Michelle Conley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644657	Kathy Koller	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644662	Brenda Martin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644666	Gilda Castillo	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644667	Barbara Croft	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000644669	Leslie Judd	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000644680	Matthew Goodman	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000644707	Amy Bridan	PC/Laptop	Error	DWS Web		TIR Missed: No	0.11
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.27
INC000000644709	Helen Sawyer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644731	Yvette Henderson	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.70
INC000000644742	Katherine Pace	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.07

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INC000000644743	Brodie Panter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644747	Shasta Rebol	Network	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000644761	Kathryn Grover	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000644762	Yvette Henderson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644778	Shasta Rebol	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Resolved	TTR Missed: No	0.28
INC000000644783	Stephanie Harding	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000644790	Eric Faulkner	None	None	None		TIR Missed: No	0.26
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000644793	Colleen Fitzgerald	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000644797	Ryan Reeder	None	None	None		TIR Missed: No	0.00
	Application Support - Data Wareh	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000644798	Brenda Johnson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644814	Joan Price	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644821	Brodie Panter	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644836	Bradley Salmond	None	None	None		TIR Missed: Yes	1.35
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	1.45
INC000000644858	Gabby Calero	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644885	Brandi Gunnell	None	None	None		TIR Missed: No	0.15
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000644893	Shelley Dial	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644896	Jennifer Mattinson	Application	None	Avaya CentreVu Supervisor		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Workforce Services	Low	Resolved	TTR Missed: No	0.09

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INC000000644898	Forest Turner	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000644902	Loggins Merrill	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000644950	Ronda Kelly	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000645035	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000645036	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000645037	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000645038	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000645039	Gordon Snow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00